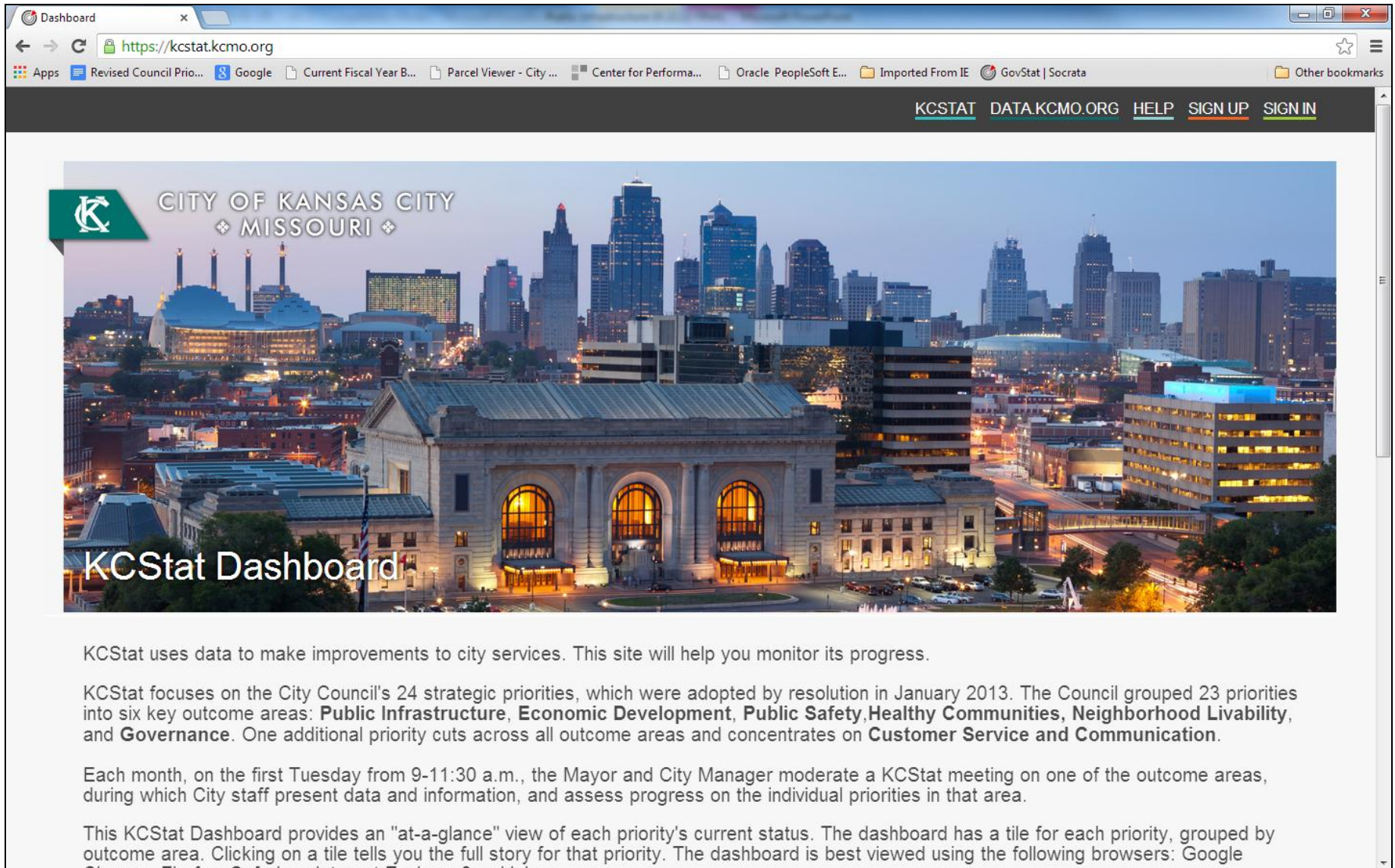


# PUBLIC INFRASTRUCTURE

OCTOBER 22, 2013

# INTRODUCING: THE KCSTAT DASHBOARD




Dashboard

← → ↻ <https://kcstat.kcmo.org> ☆ ☰

Apps Revised Council Prio... Google Current Fiscal Year B... Parcel Viewer - City ... Center for Performa... Oracle PeopleSoft E... Imported From IE GovStat | Socrata Other bookmarks

KCSTAT DATA.KCMO.ORG HELP SIGN UP SIGN IN

 CITY OF KANSAS CITY  
MISSOURI

KCStat Dashboard

KCStat uses data to make improvements to city services. This site will help you monitor its progress.

KCStat focuses on the City Council's 24 strategic priorities, which were adopted by resolution in January 2013. The Council grouped 23 priorities into six key outcome areas: **Public Infrastructure**, **Economic Development**, **Public Safety**, **Healthy Communities**, **Neighborhood Livability**, and **Governance**. One additional priority cuts across all outcome areas and concentrates on **Customer Service and Communication**.

Each month, on the first Tuesday from 9-11:30 a.m., the Mayor and City Manager moderate a KCStat meeting on one of the outcome areas, during which City staff present data and information, and assess progress on the individual priorities in that area.

This KCStat Dashboard provides an "at-a-glance" view of each priority's current status. The dashboard has a tile for each priority, grouped by outcome area. Clicking on a tile tells you the full story for that priority. The dashboard is best viewed using the following browsers: Google Chrome, Firefox, Safari, Internet Explorer, and Edge.

<https://kcstat.kcmo.org>

# PRIORITY

**Develop a strategy for improving public transit**

# INDICATORS

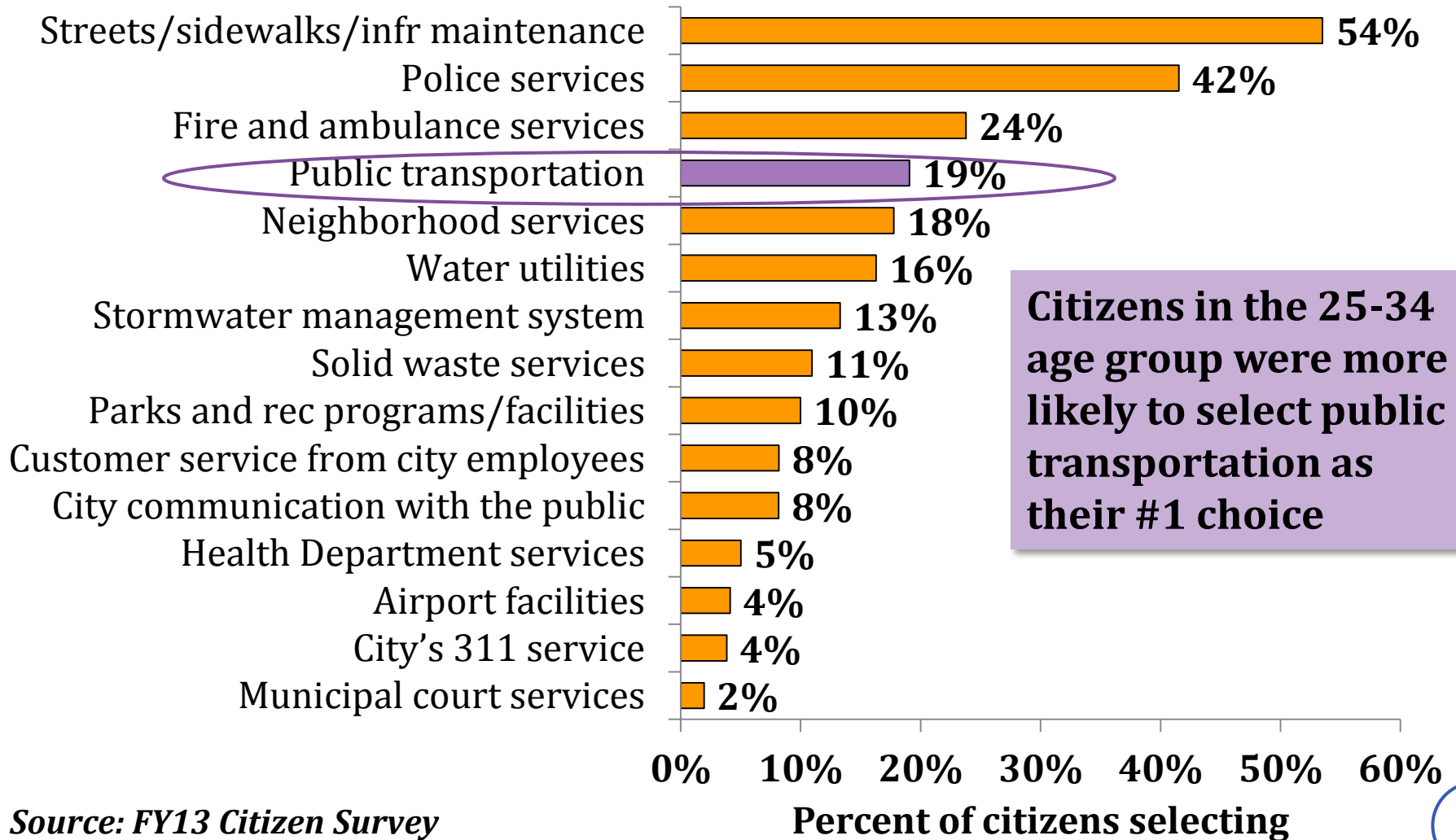
- 1. Percent of citizens satisfied with public transit**
- 2. Ridership on public transit**
- 3. Project/progress tracker on Streetcar implementation**

**Additional Indicators to inform discussion:**

- 1. Percent of KCMO citizens who report using public transportation.**

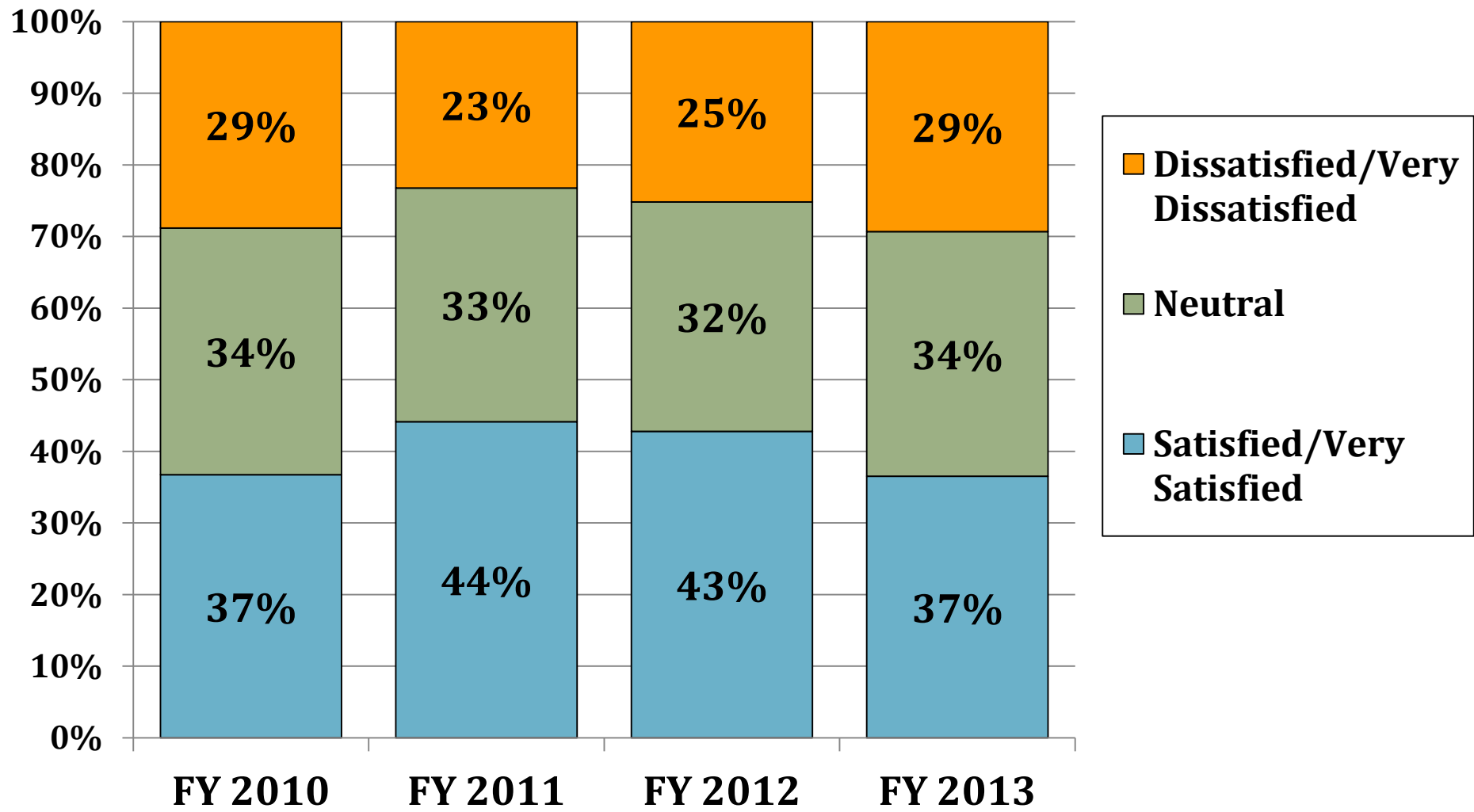
# PUBLIC TRANSPORTATION REMAINS IMPORTANT TO CITIZENS

## Which 3 Areas Should Receive the Most Emphasis from the City?



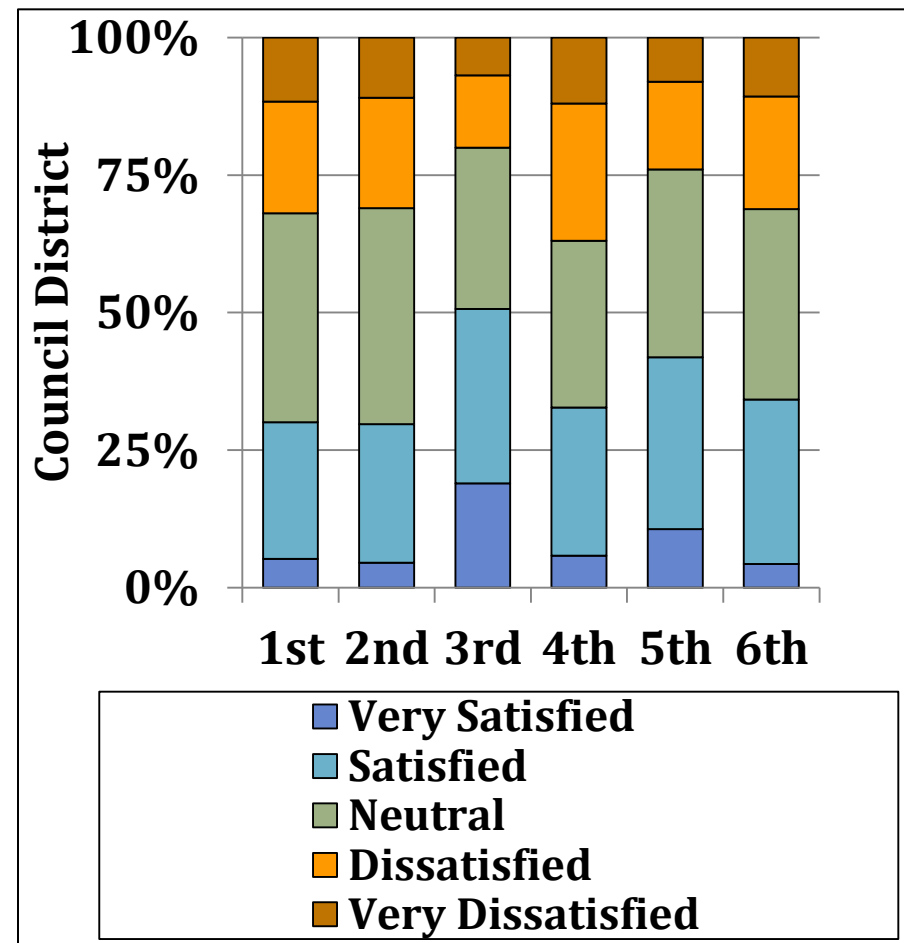
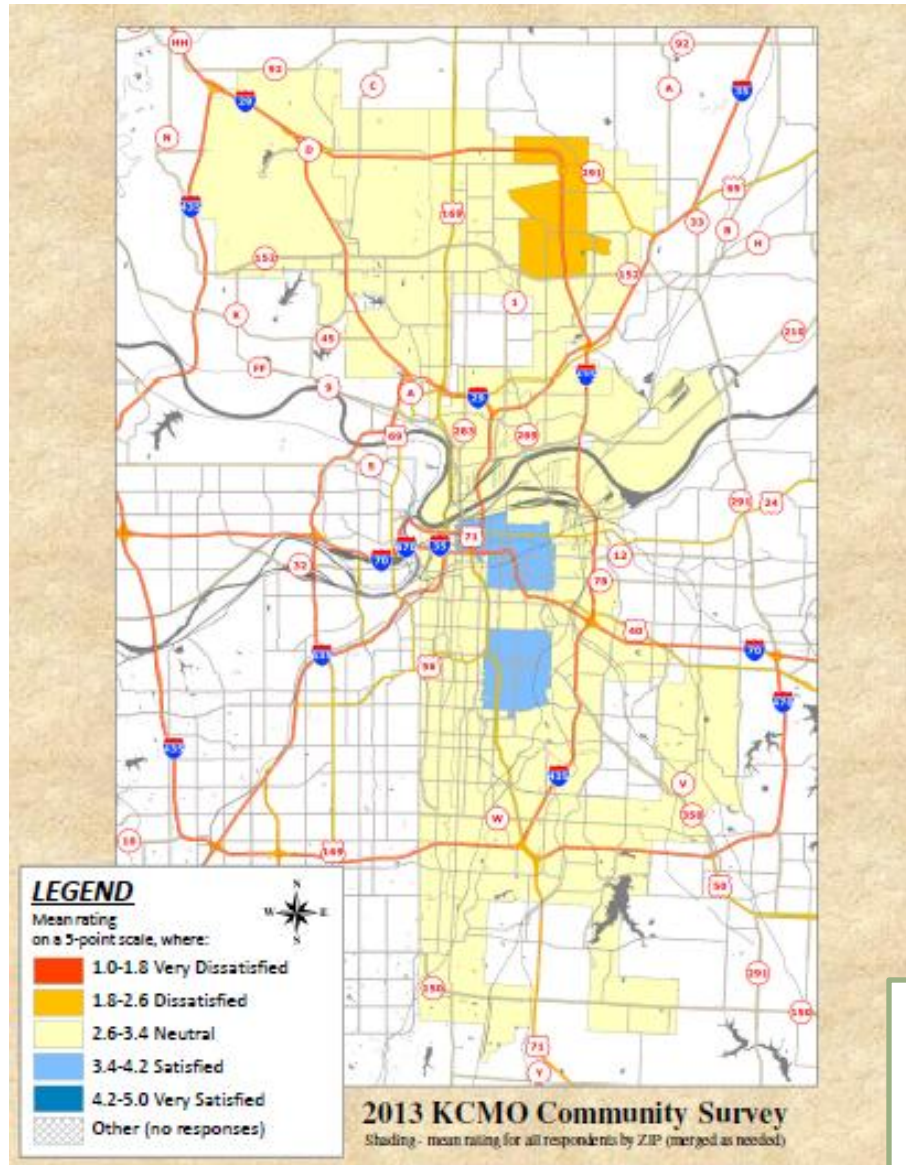
# SATISFACTION WITH QUALITY OF PUBLIC TRANSPORTATION

Negative  
Trend: 



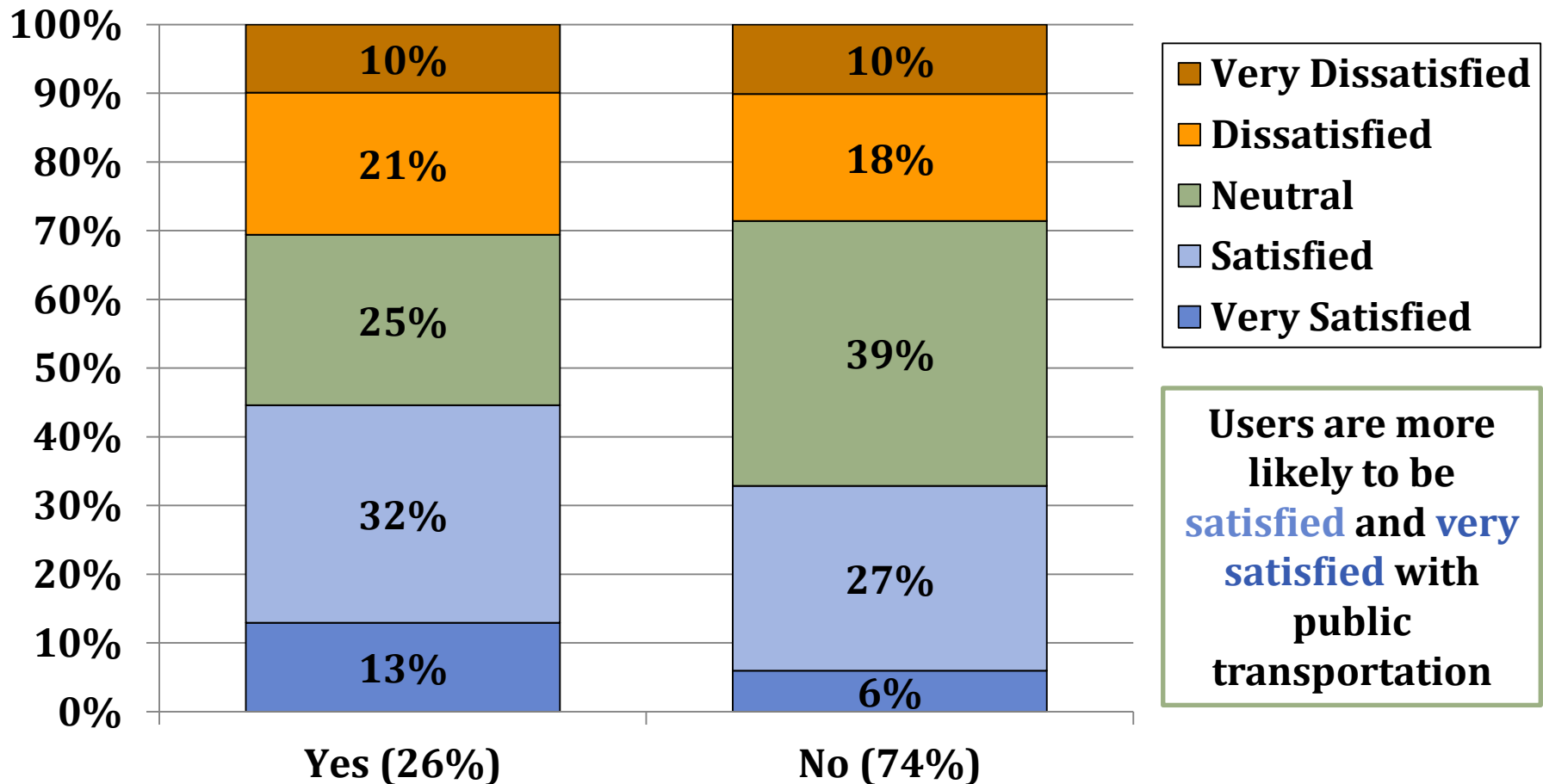
Source: FY10, FY11, FY12, and FY13 Citizen Surveys

# GEOGRAPHIC DIFFERENCES IN SATISFACTION WITH PUBLIC TRANSPORTATION



Citizens in the 3<sup>rd</sup> and 5<sup>th</sup> Districts are more likely to be **very satisfied**; citizens in the 4<sup>th</sup> District are more likely to be **dissatisfied**

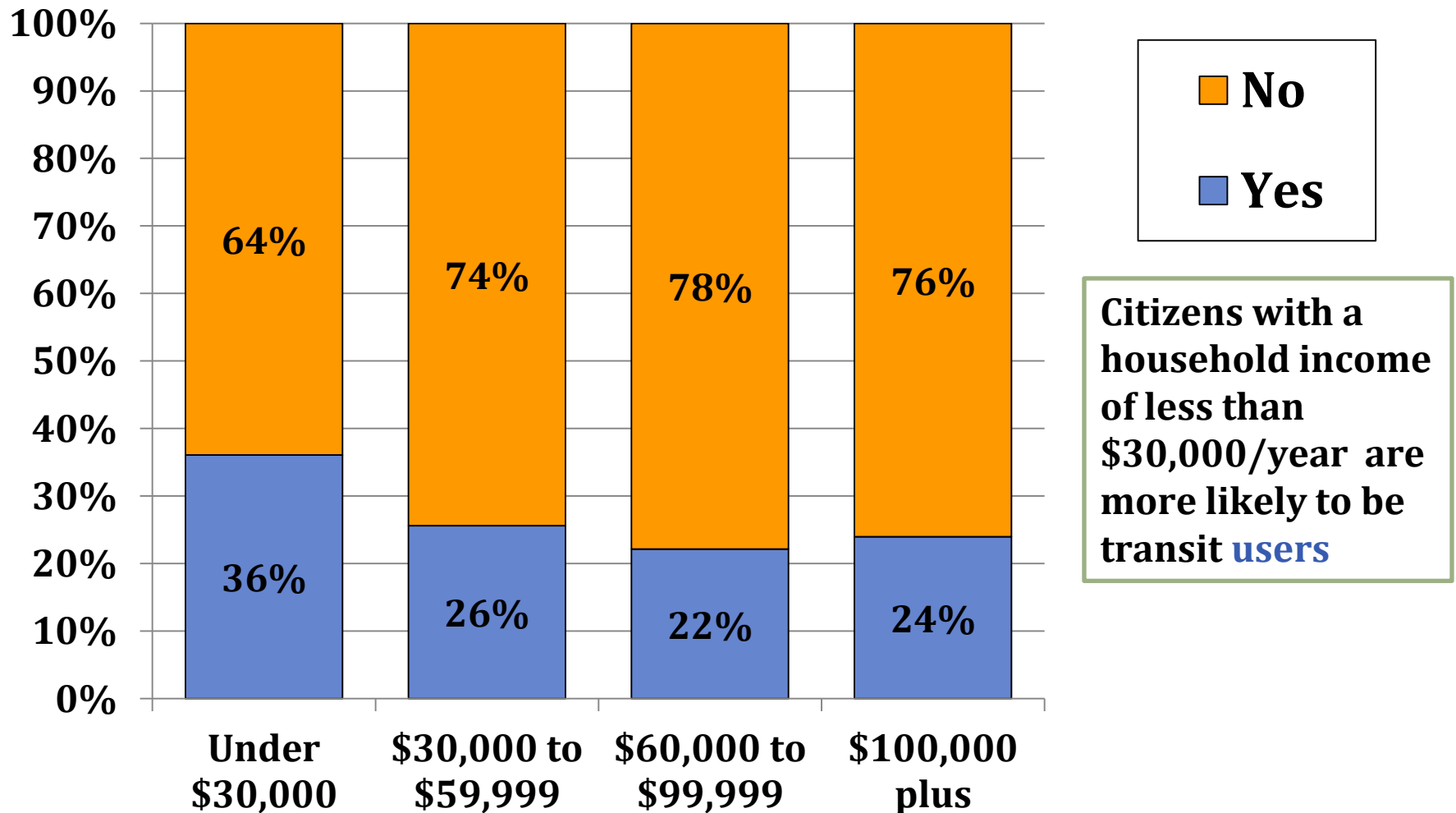
# SATISFACTION OF USERS VS. NON-USERS OF PUBLIC TRANSPORTATION



**Have you used public transportation in the last year?**

# TRANSIT USER INCOME DEMOGRAPHICS

**Have you used public transportation in the last year?**



# TRANSIT USER DEMOGRAPHICS, CONTINUED

## Destination/reason for Metro ride:

- **Work: 58%**
- Job-seeking or school/college: 18%
- Shopping: 8%
- Recreation/visiting: 6%
- Medical purposes: 6%

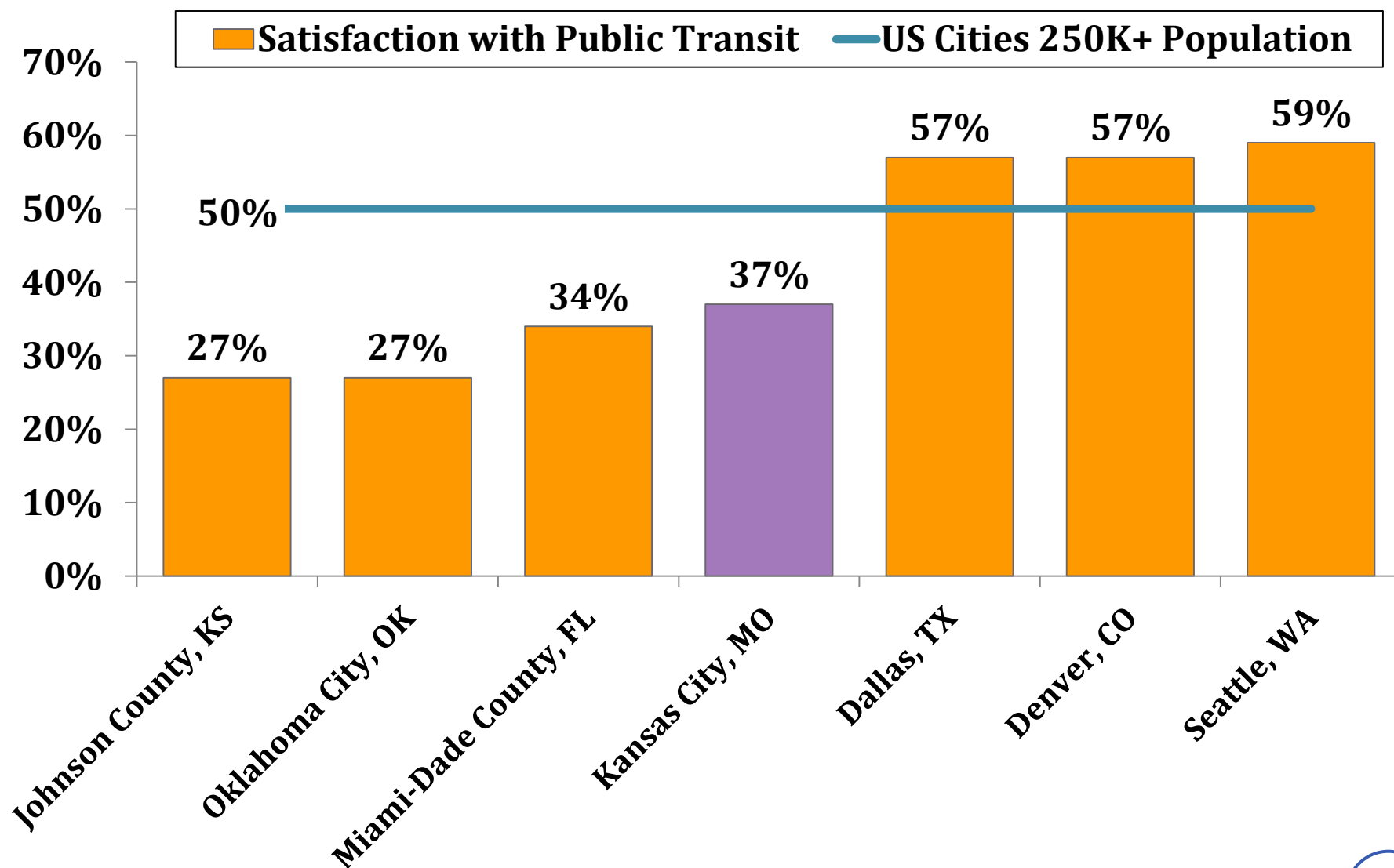
## Income

- **Income less than \$20,000: 57%**
- Income \$20,000 - \$29,999: 17%
- Income greater than \$30,000: 26%

## Dependency on transit:

- **Dependent (no license and/or vehicle): 62%**
- Partially dependent (limited vehicle access): 24%

# PUBLIC TRANSPORTATION BENCHMARKS



Source: ETC Institute, 2012

# CURRENT BENCHMARK CITIES FOR PUBLIC TRANSIT

System	Population Served	2011 Total Operating Expenses	Operating Expense per Vehicle Revenue Mile (Bus)	Operating Expense per Vehicle Revenue Hour (Bus)	Operating Expense per Unlinked Passenger Trip (Bus)	Unlinked Passenger Trips per Vehicle Revenue Mile (Bus)
<b>Milwaukee</b>	<b>940,164</b>	<b>\$160,309,512</b>	<b>\$8.88</b>	<b>\$111.48</b>	<b>\$3.09</b>	<b>2.88</b>
<b>Cincinnati</b>	<b>845,303</b>	<b>\$82,990,991</b>	<b>\$8.30</b>	<b>\$109.59</b>	<b>\$4.06</b>	<b>2.05</b>
<b>Columbus</b>	<b>1,081,405</b>	<b>\$92,836,172</b>	<b>\$8.95</b>	<b>\$109.58</b>	<b>\$4.48</b>	<b>2.00</b>
<b>Indianapolis</b>	<b>911,296</b>	<b>\$53,003,967</b>	<b>\$6.77</b>	<b>\$98.34</b>	<b>\$4.88</b>	<b>1.39</b>
<b><i>Kansas City</i></b>	<b><i>748,415</i></b>	<b><i>\$80,420,061</i></b>	<b><i>\$8.72</i></b>	<b><i>\$116.18</i></b>	<b><i>\$4.42</i></b>	<b><i>1.97</i></b>

***Source: National Transit Database, 2011***

# ASPIRATIONAL BENCHMARK CITIES FOR PUBLIC TRANSIT

System	Population Served	2011 Total Operating Expenses	Operating Expense per Vehicle Revenue Mile (Bus)	Operating Expense per Vehicle Revenue Hour (Bus)	Operating Expenses per Unlinked Passenger Trip (Bus)	Unlinked Passenger Trips per Vehicle Revenue Mile (Bus)
<b>Denver</b>	<b>2,619,000</b>	<b>\$394,118,981</b>	<b>\$7.84</b>	<b>\$105.44</b>	<b>\$3.79</b>	<b>2.07</b>
<b>Dallas</b>	<b>2,270,840</b>	<b>\$447,381,753</b>	<b>\$9.20</b>	<b>\$121.12</b>	<b>\$6.40</b>	<b>1.44</b>
<b>Minneapolis</b>	<b>1,805,940</b>	<b>\$284,697,538</b>	<b>\$10.71</b>	<b>\$124.00</b>	<b>\$3.48</b>	<b>3.07</b>
<b><i>Kansas City</i></b>	<b><i>748,415</i></b>	<b><i>\$80,420,061</i></b>	<b><i>\$8.72</i></b>	<b><i>\$116.18</i></b>	<b><i>\$4.42</i></b>	<b><i>1.97</i></b>

***Source: National Transit Database, 2011***

# STREETCAR PROJECT UPDATE

**Preferred  
Streetcar  
Station Stop  
Design  
Submitted**

**CM@Risk  
Selected and  
Council  
Approved:  
KC Streetcar  
Constructors**

**VMF Site  
Dedication**

**August 2013**

**September 2013**

**To Come: Fall 2013**

**\$20 Million  
TIGER  
Grant  
Awarded**

**Vehicle  
Manufacturer  
Announced:  
CAF USA Inc.**

**Utility  
Construction  
Starts**



# PRIORITY

**Maximize the effect of 2012 Half-cent Sales Tax for Parks/Streets revenues for the designated improvement areas and communicate expectations and outcomes to the public; determine short-term and long-term infrastructure priorities**

# INDICATORS

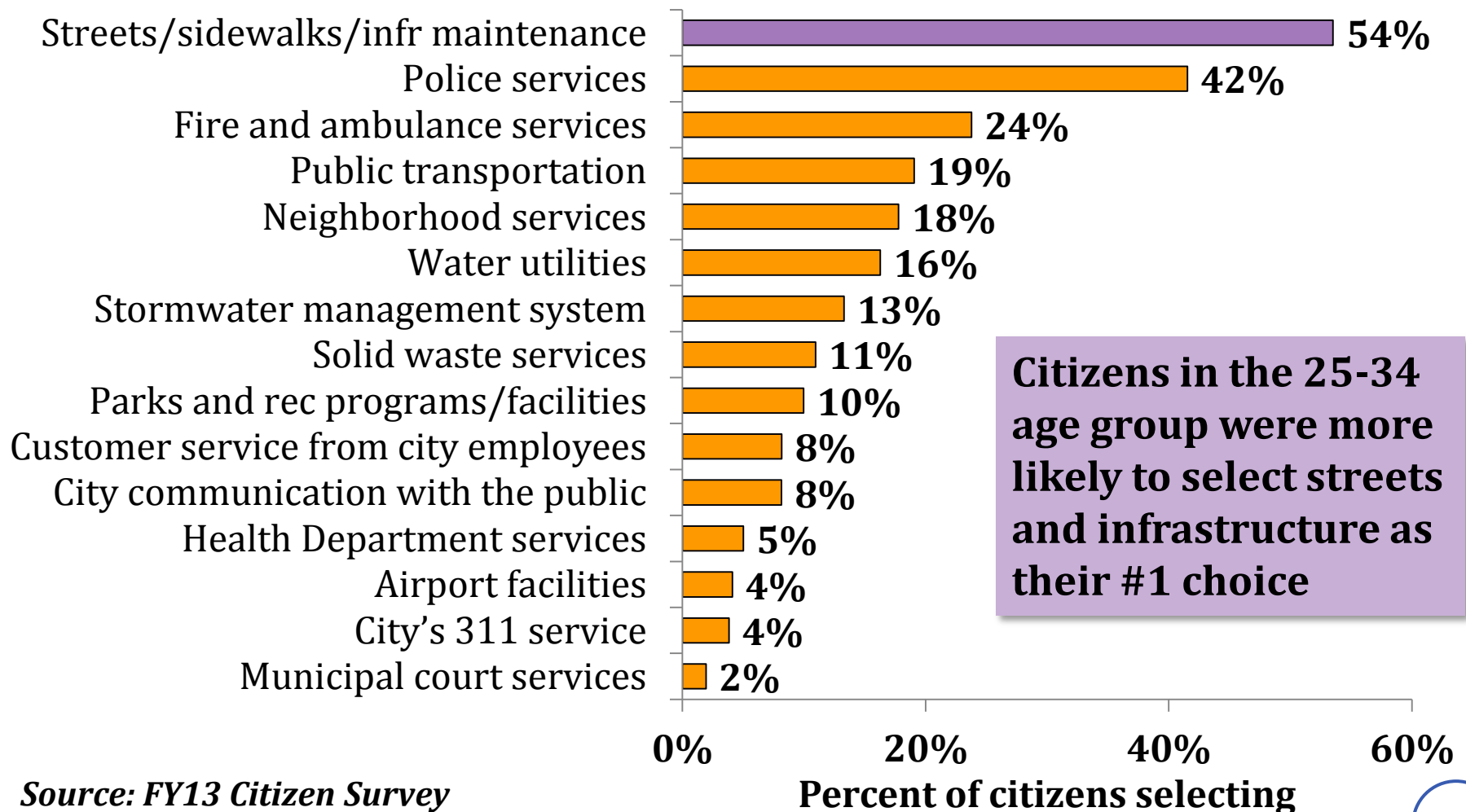
- 1. Percent of citizens satisfied with street maintenance**

**Additional Indicators to inform discussion:**

- 1. Emphasis from citizen survey**
- 2. Street condition index**
- 3. Street repaving and maintenance indicators**

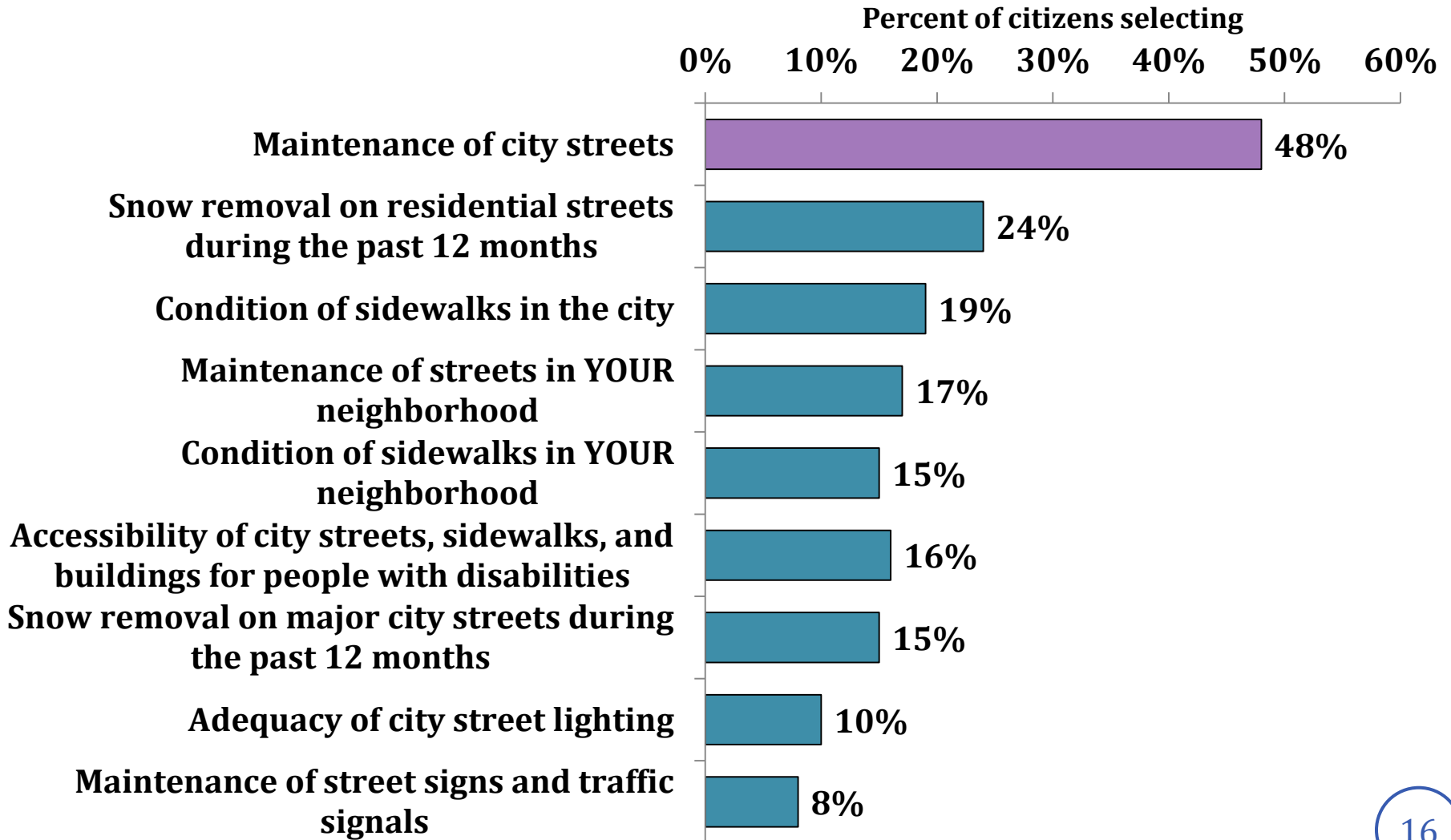
# INFRASTRUCTURE REMAINS IMPORTANT TO CITIZENS

## Which 3 Areas Should Receive the Most Emphasis from the City?



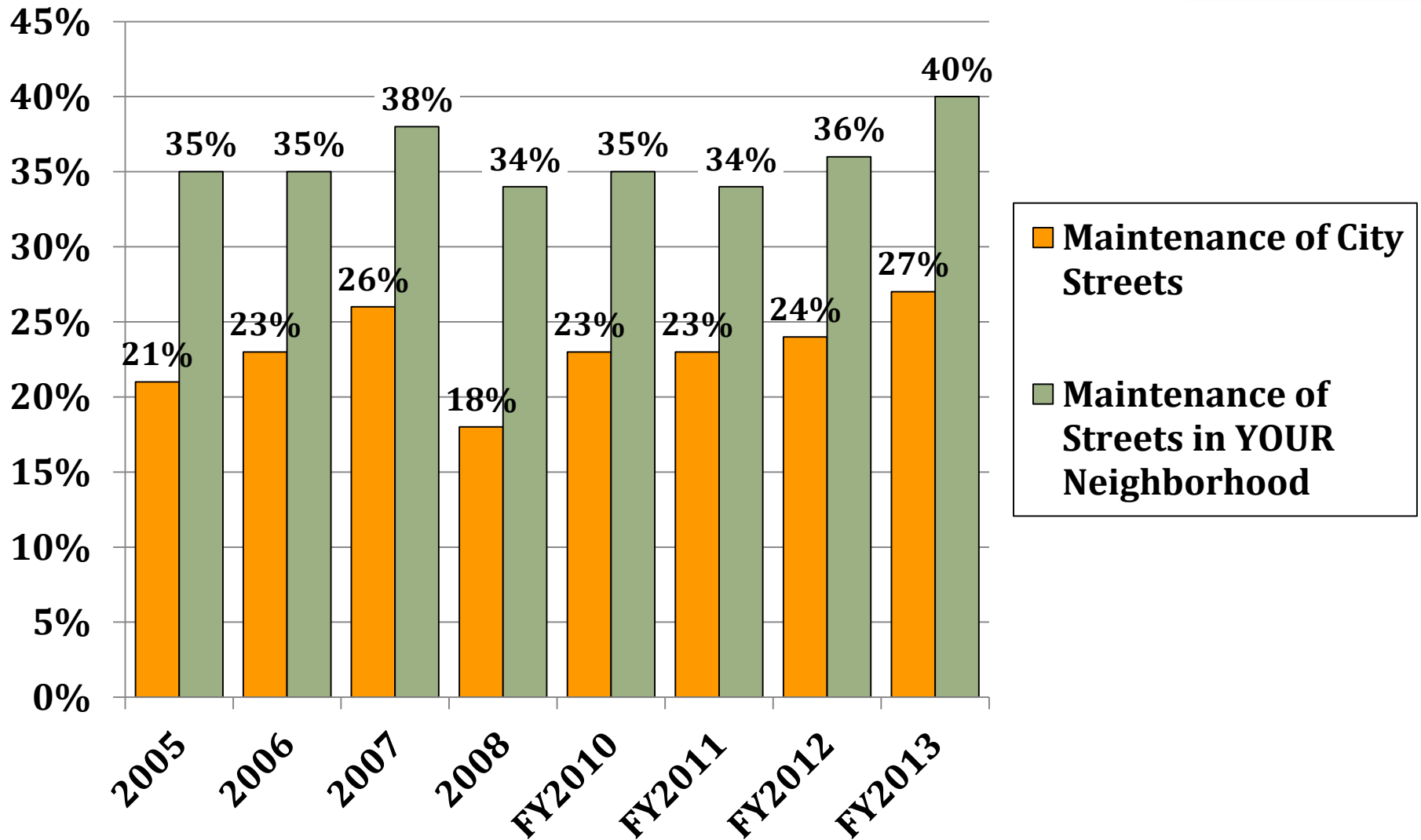
# STREET MAINTENANCE IS MOST IMPORTANT WITHIN INFRASTRUCTURE

**Which 2 items should receive the MOST EMPHASIS from city leaders?**



*Source: FY13 Citizen Survey*

# SATISFACTION WITH MAINTENANCE OF STREETS



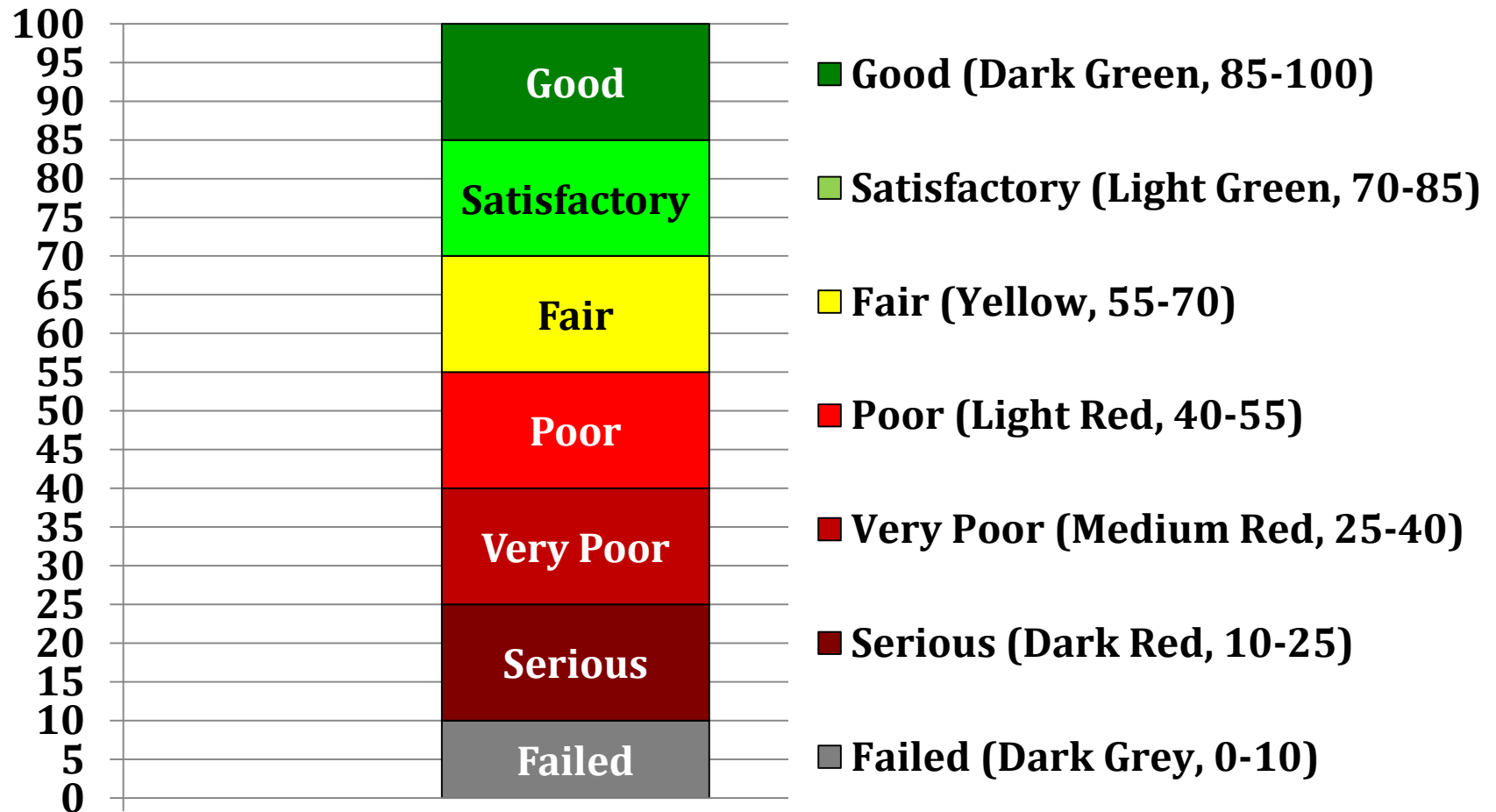
Source: 2005 - FY13 Citizen Survey

# STREET CONDITION RATING SYSTEM RECONFIGURATION

- **KCMO is reconfiguring its pavement condition rating system to match the standard established by APWA**
- **The previous system overestimated the number of streets in less than fair condition**
- **As a first step in transitioning to this system, inspectors are doing a driveby assessment of all street segments (27% complete)**
- **Once the driveby assessment is complete (estimated May 2014), inspectors will begin the 3 year cycle for full inspections of segments.**
- **The new system will be utilized as part of an asset management system to not only track the condition of street infrastructure, but also direct capital investment based on these condition assessments.**

<b>Driveby Rating Results</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
<b>Number of Segments</b>	<b>5,442</b>	<b>1,335</b>	<b>1,604</b>
<b>Percent of Segments</b>	<b>64.93%</b>	<b>15.92%</b>	<b>19.13%</b>

# NEW RATING SCALE FOR PAVEMENT CONDITION



**Pavement Condition Index (PCI) Rating Scale**

*Source: ASTM International, Designation D 6433-07, Standard Practice for Roads and Parking Lots Pavement Condition Index*

# BENCHMARKING AND PEER COLLABORATION

KCMO's asset management system, Cartegraph, is also used by many other cities, which facilitates collaboration and comparison

## Regional Collaboration and Comparison

### *Current:*

A new regional user group recently met and is beginning conversations

### *Future:*

Individual asset workteams are planned that could share best practices

## National Comparison

### *Future:*

The city will establish peer cities using the same scale for street condition in order to benchmark ourselves

### **Cartegraph User Group Members:**

Boone County, MO

City of Belton, MO

City of Olathe, KS

City of Republic, MO

City of KCMO

City of Salina, KS

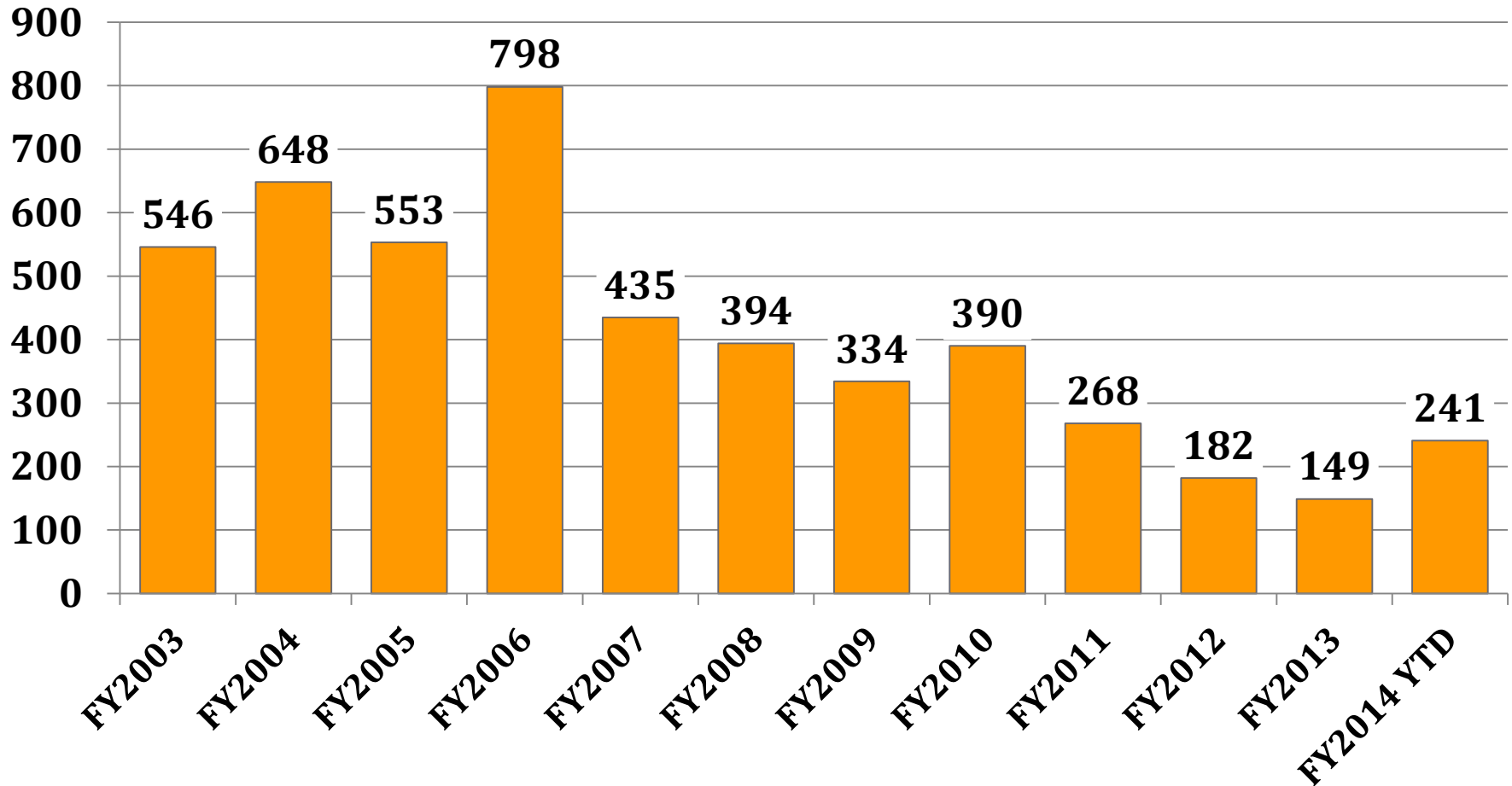
Riley County, KS

Saline County, KS

City of Enid, OK

# CAPITAL INVESTMENT – RESURFACING

**Lane Miles Resurfaced (includes all sources of funding)**

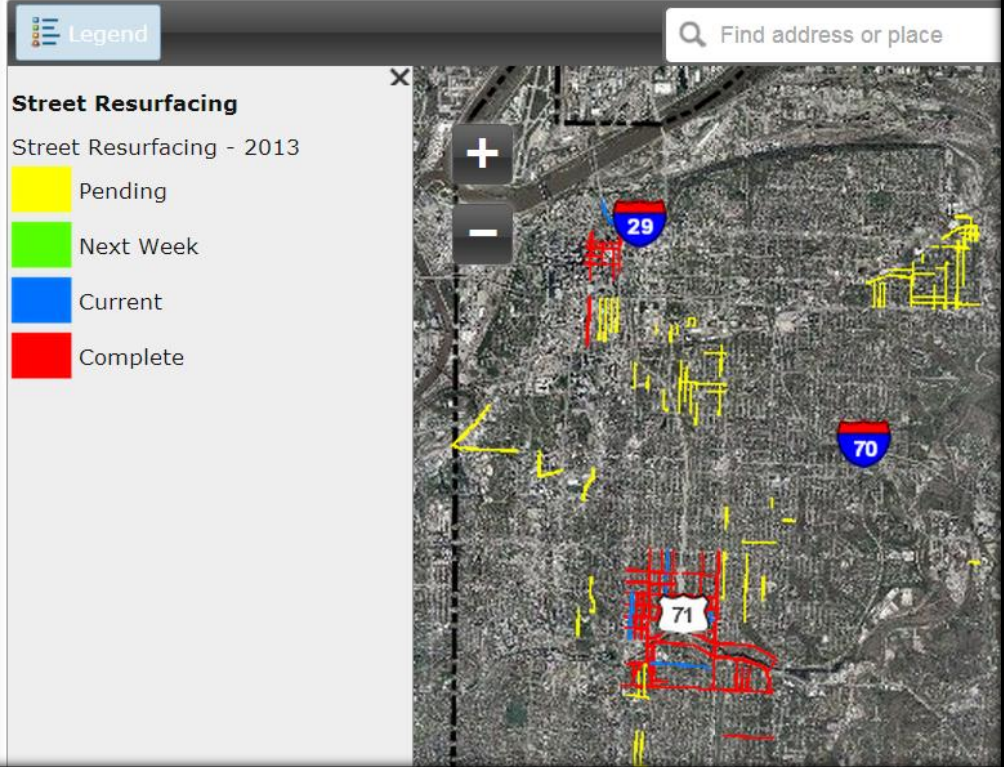


*Source: Public Works Department*

# PROGRESS ON REPAVING IN FY2013-2014



## Street Preservation



**Lane Miles Resurfaced  
since May 2013: 241**

# PRIORITY

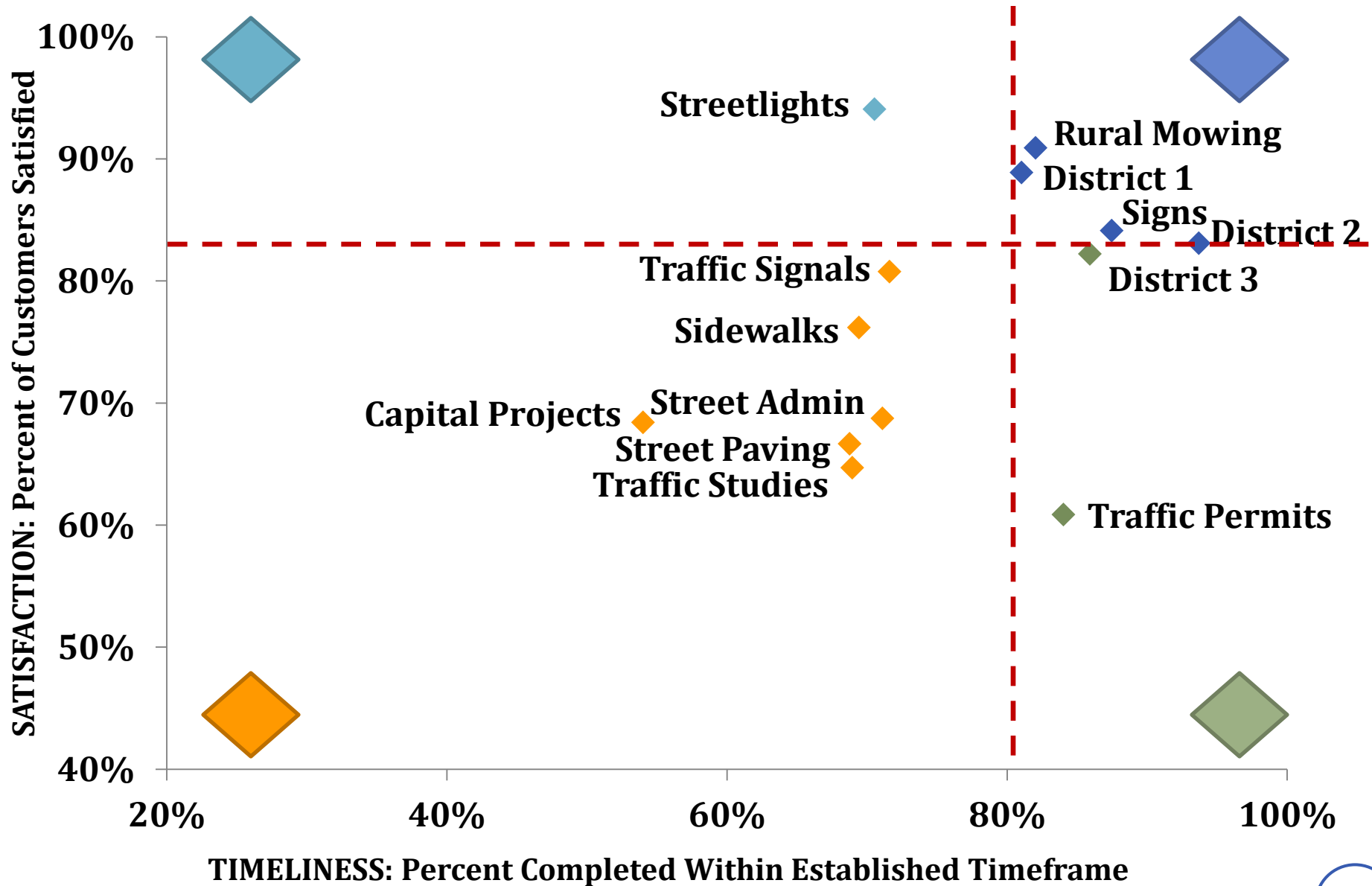
**Emphasize the focus on the customer across all City services; engage citizens in a meaningful dialogue about City services, processes, and priorities using strategic communication methods.**

# INDICATORS

- 1. % of citizens satisfied with customer service**
- 2. % of citizens satisfied with communication**
- 3. % of businesses satisfied with City services**
- 4. % of customers satisfied with 311 service request outcomes**

# PUBLIC WORKS: CUSTOMER SATISFACTION AND TIMELINESS MATRIX

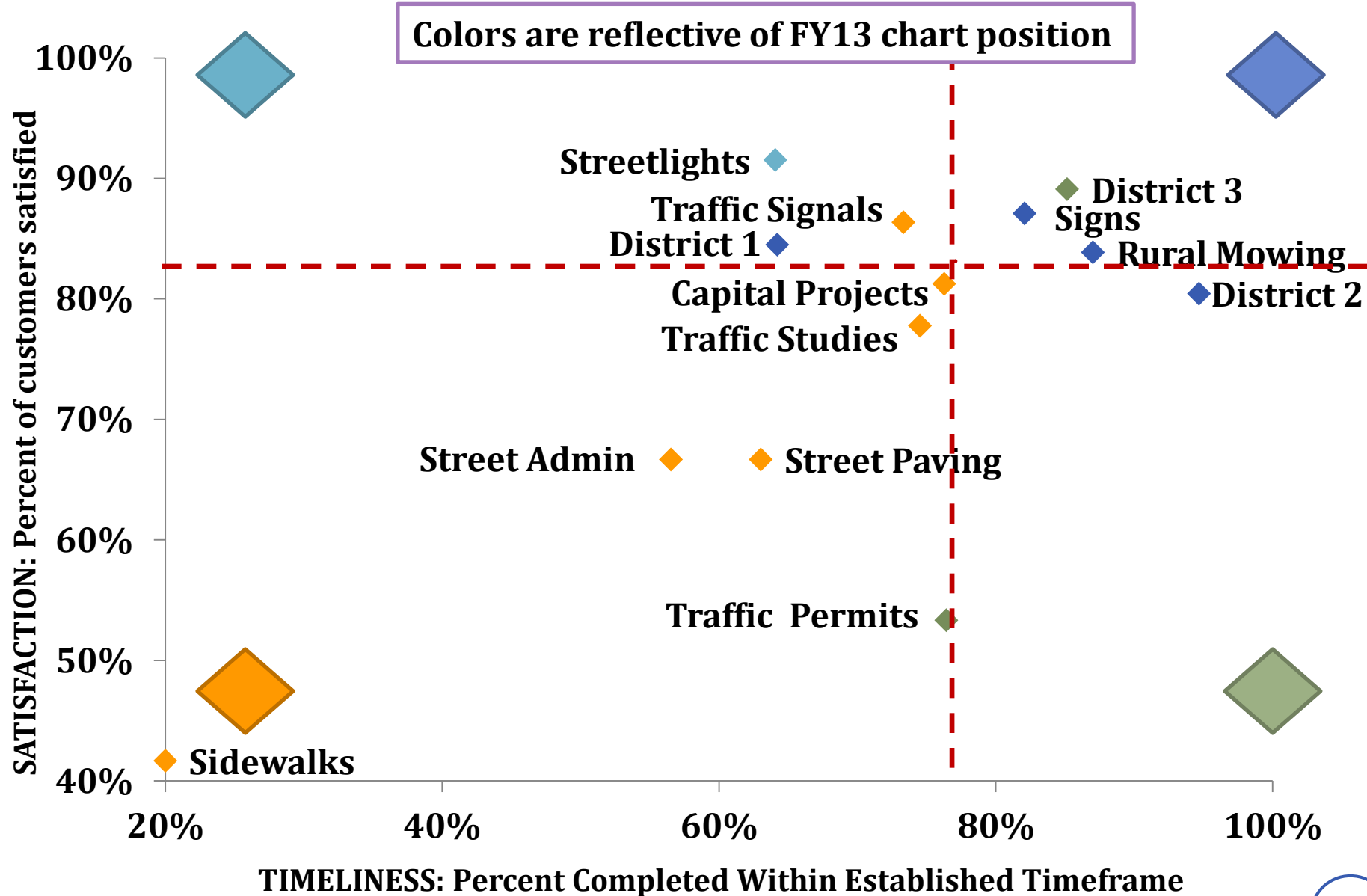
## FY 2013: MAY 2012 THROUGH APRIL 2013



Source: Peoplesoft Customer Relationship Management System

# PUBLIC WORKS: CUSTOMER SATISFACTION AND TIMELINESS MATRIX

## FY 2014 TO DATE: MAY 2013 THROUGH MID-OCTOBER 2013



# SNOW REMOVAL IN WINTER 2013-2014

- **New salt facility opened in south part of city**
  - More eco-friendly design
  - Allows for easier loading onto trucks
- **Purchase of new equipment for snow removal on city sidewalks**
  - Will increase snow removal capability on bridges and other city sidewalks
  - Snow removal on sidewalks will begin after plowing route operations have ceased
- **Currently hiring to ensure full staff availability for snow operations**

# SIDEWALK COMMUNICATION EFFORTS

## **NEW notification letter to property owners:**

**Dear Property Owner:**

**The [sidewalk/curb/driveway] located at your property has been deemed out of compliance with current City of Kansas City, Missouri standards and ordinances. Per City Ordinance 64-243, it is the property owner's responsibility to ensure that all [sidewalk/curb/driveway] within City right-of-way [is/are] in compliance with City of Kansas City, Missouri standards and ordinances.**

**The City of Kansas City encourages property owners to obtain the appropriate permits and coordinate their own property repairs because it is often the most cost-effective and timely approach to complete them. In the event the property owner is unable to make the repairs, the repairs will be made under the direction of the City of Kansas City, MO and the repair costs will be assessed to the property. If unpaid, the assessed repair costs will become a lien on the property.**

**For additional information regarding the City of Kansas City's sidewalk program please visit the following website:**

**<http://www.kcmo.org/CKCMO/Depts/PublicWorks/SidewalkGroup/index.htm>**

**Brochure on sidewalk policy/process also in development**

# PRIORITY

**Build on the positive trend of repairing streets and water leaks and better communicate to the public about maintenance and repairs**

# INDICATORS

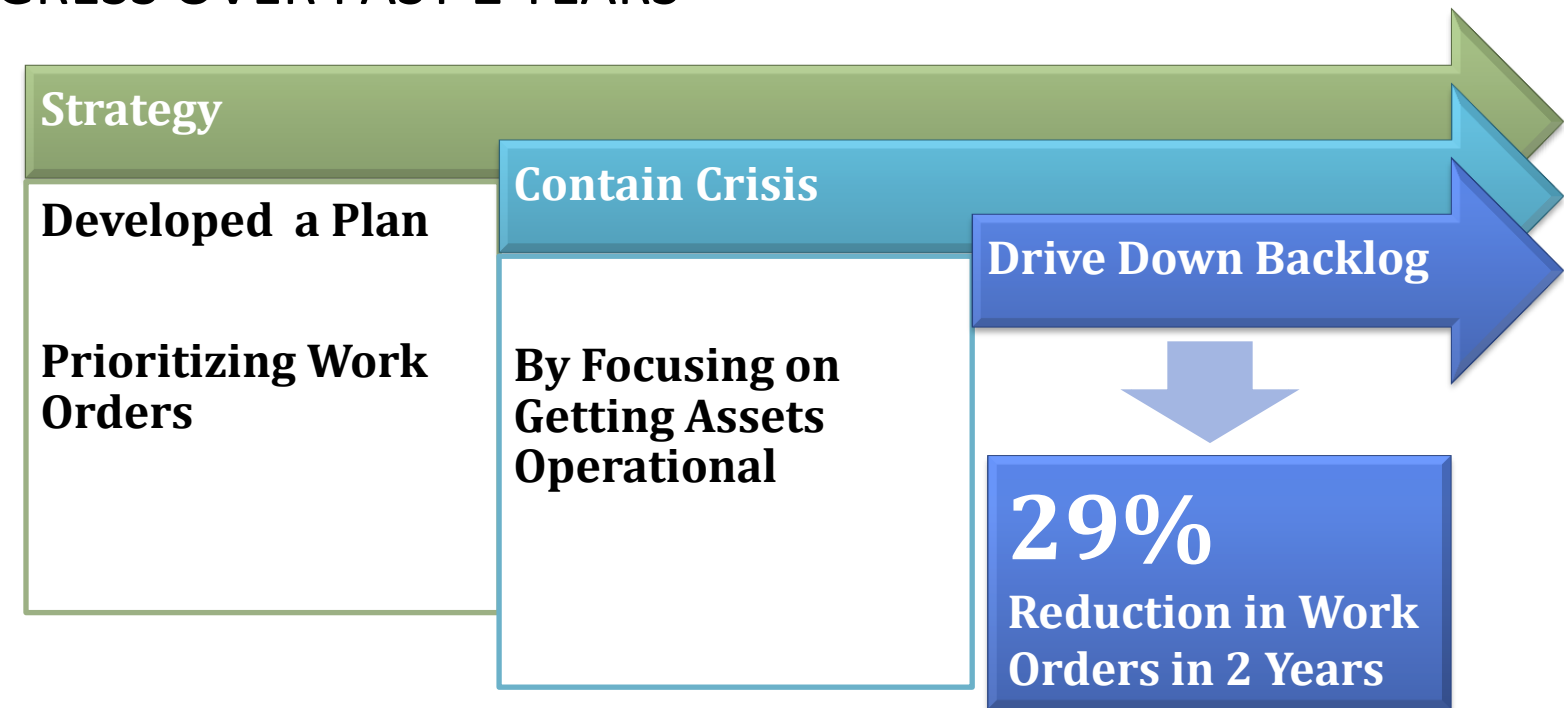
- 1. % of water line repairs and restorations completed within established timeframe to meet service level goal**
- 2. Customer satisfaction with response to 311 service requests for water line repairs**

**Additional Indicators to inform discussion:**

- 1. Breaks per mile of water line**
- 2. Citizen satisfaction with timeliness of water repair**

# WORK ORDER BACKLOG STRATEGY – PIPELINE

## PROGRESS OVER PAST 2 YEARS



12-2011	Work Orders
Code 3	714
Code 2	1,285
Code 1	6,482
Code 0	1,218
<b>Total</b>	<b>9,699</b>



9-2013	Work Orders
Code 3	2
Code 2	39
Code 1	3,005
Code 0	3,858
<b>Total</b>	<b>6,904</b>

# PIPELINE STRATEGY GOING FORWARD



## Service Repairs

- 2,561 - Code 0 Work Orders
- Contract in Process to Reduce Backlog



## Kills

- 675 - Code 1 Work Orders
- Contract in Process to Reduce Backlog



## Valves

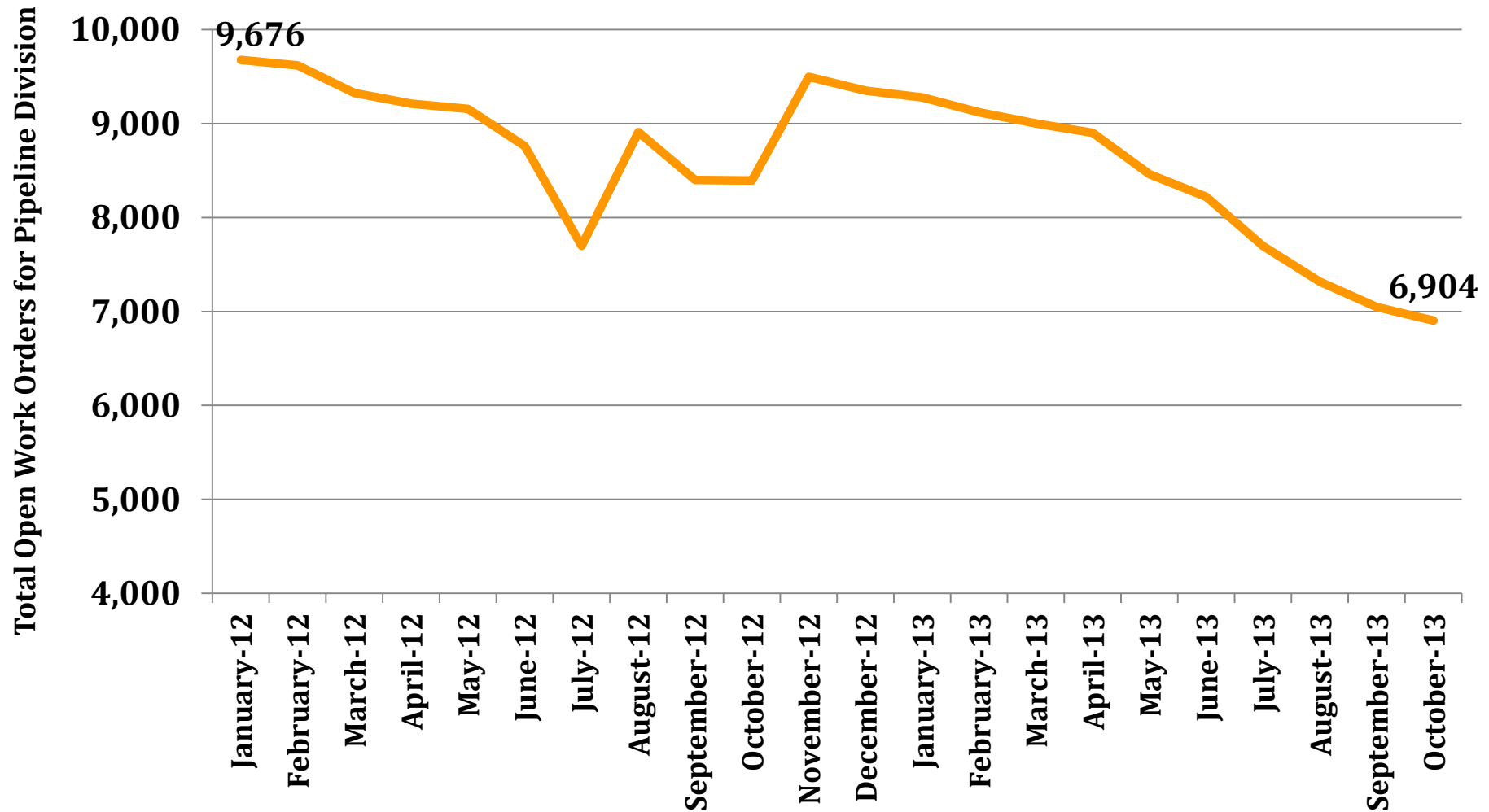
- 1,190 - Code 0 Work Orders
- Contractors Working Backlog



## Hydrants

- 102 - Code 0 Work Orders
- Contractor Working

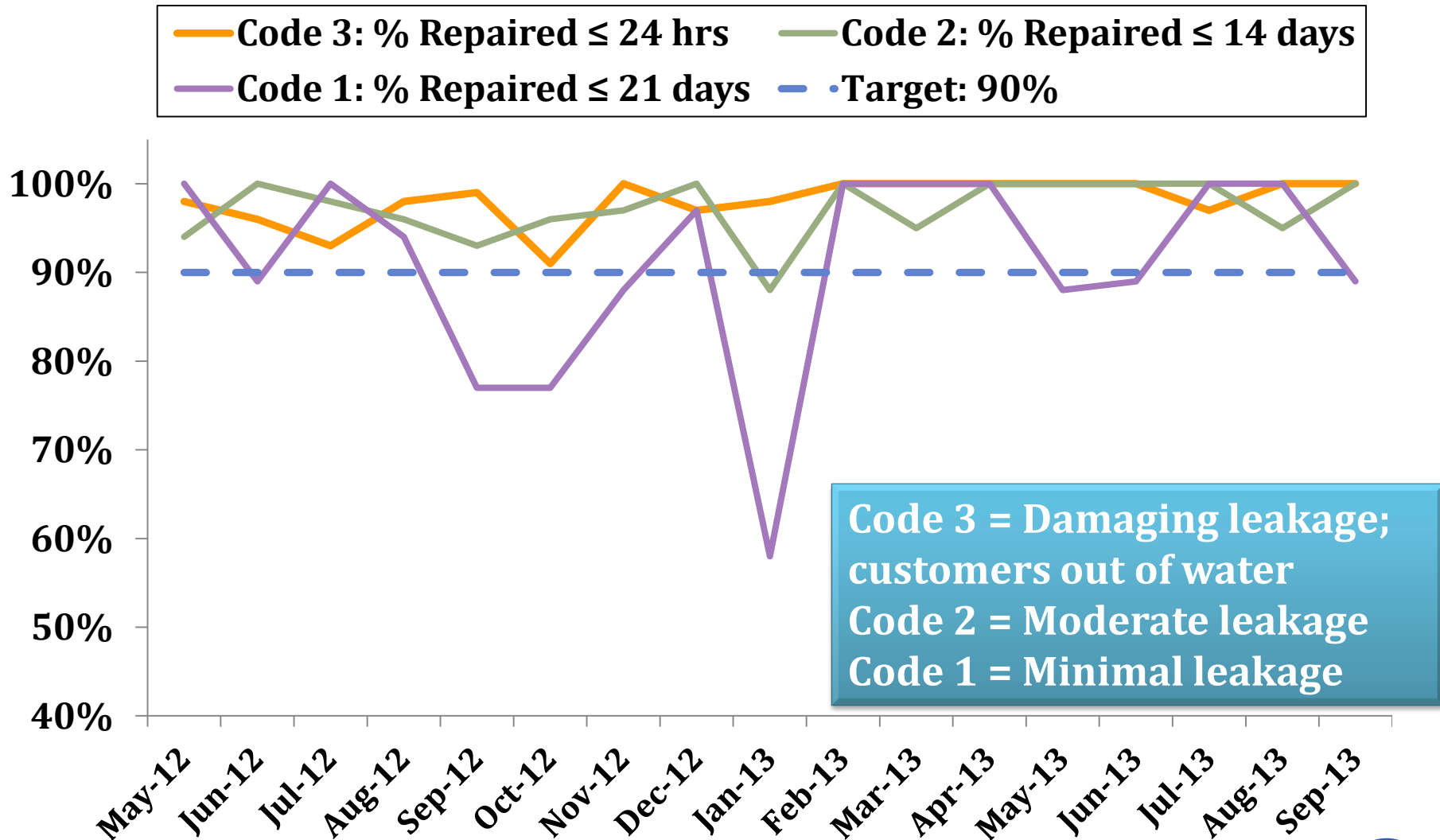
# PIPELINE WORK ORDER BACKLOG REDUCTION: ALL WORK ORDERS REMAINING OPEN EACH WEEK



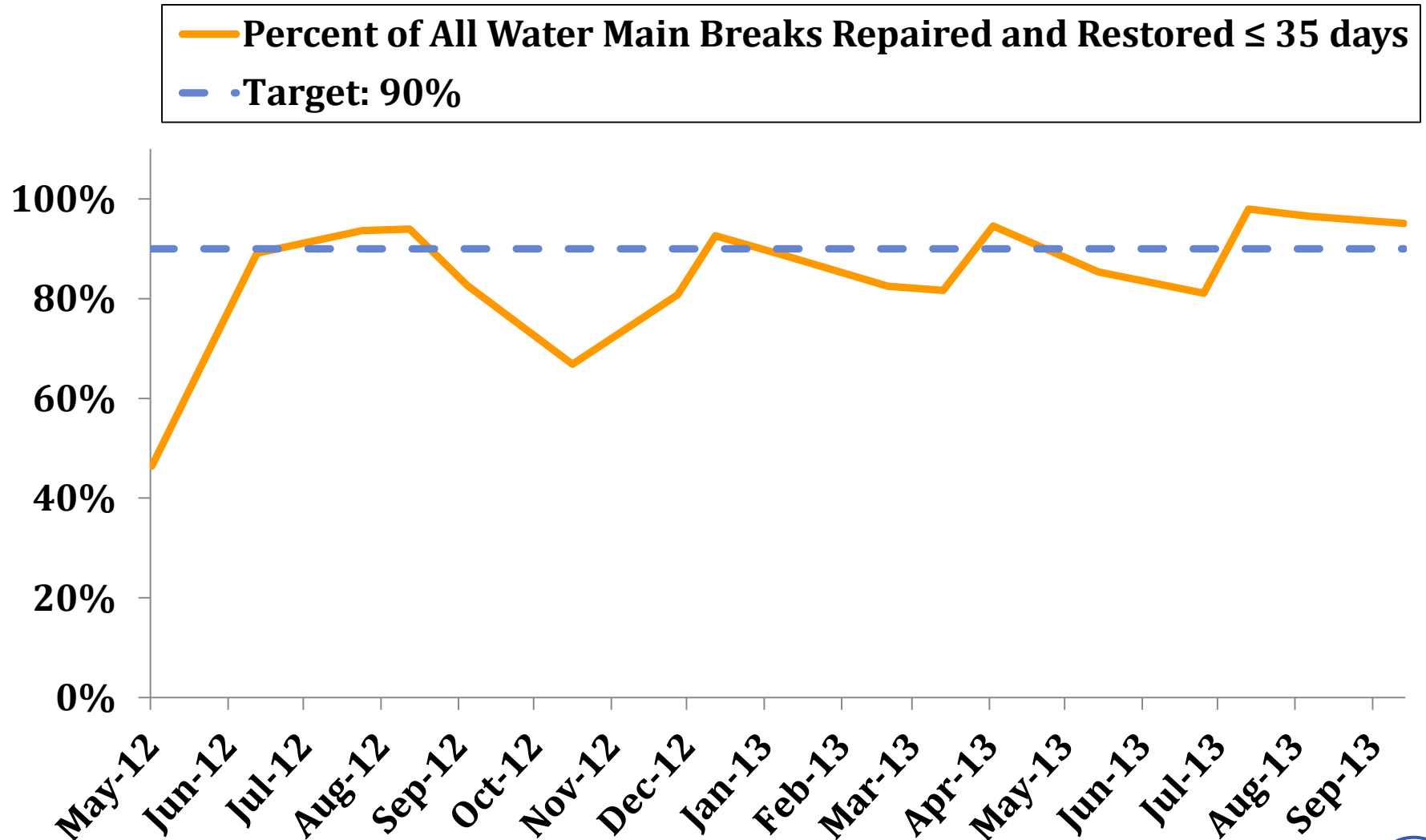
Source: Hansen System, Water Services Department

# TIMEFRAMES FOR WATER MAIN REPAIRS BY CODE

**Positive  
Trend:** 



# TIMEFRAMES FOR WATER MAIN REPAIR + RESTORATION



## MAIN REPAIR & RESTORATION – OVERALL DAYS TO COMPLETE

FY 2013-14: Goal of completing 90% in 35 days

May - 61 days

June – 47 days

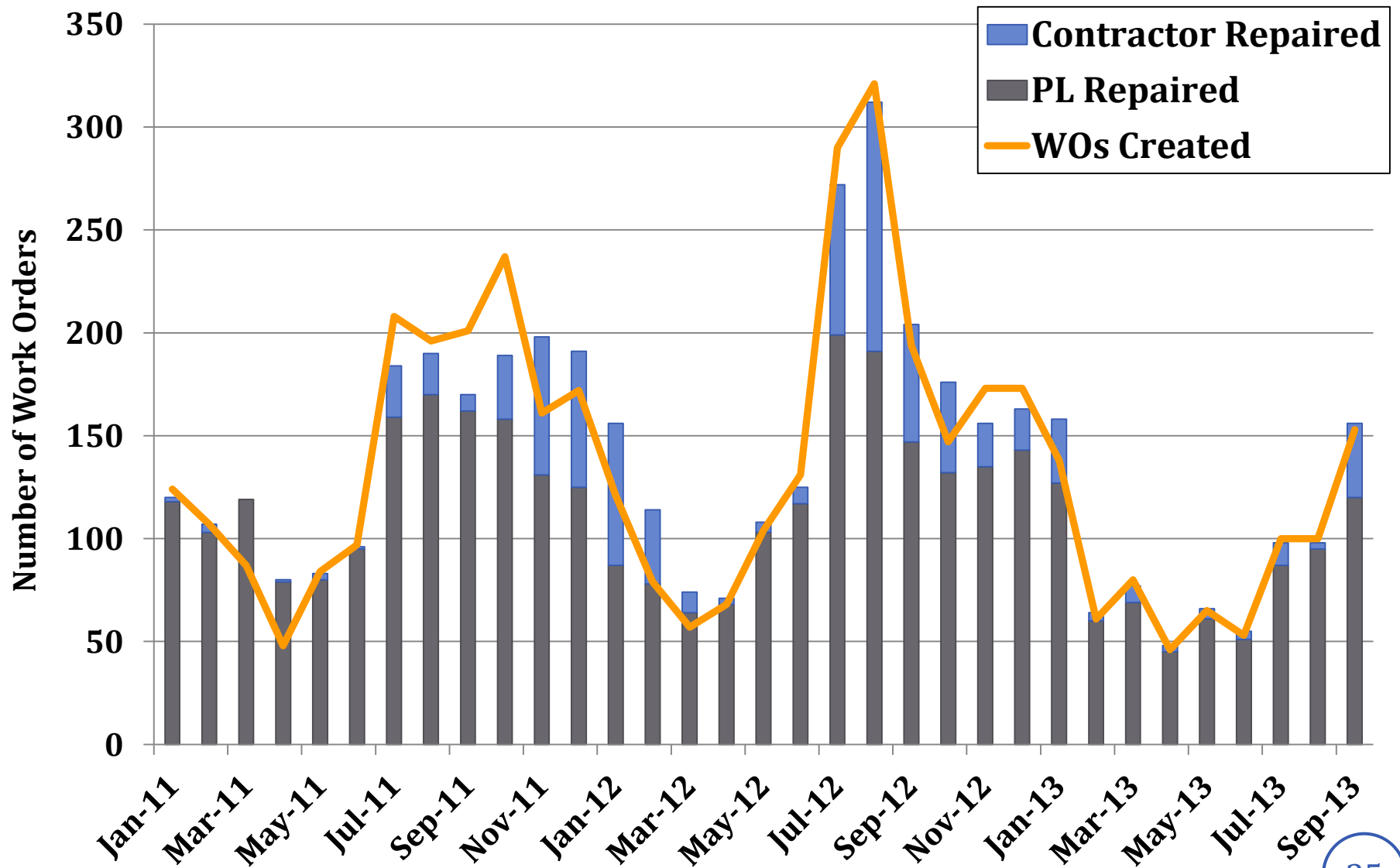
July – 19 days

August – 23 days

September – 22 days

FY14 YTD – 25 days

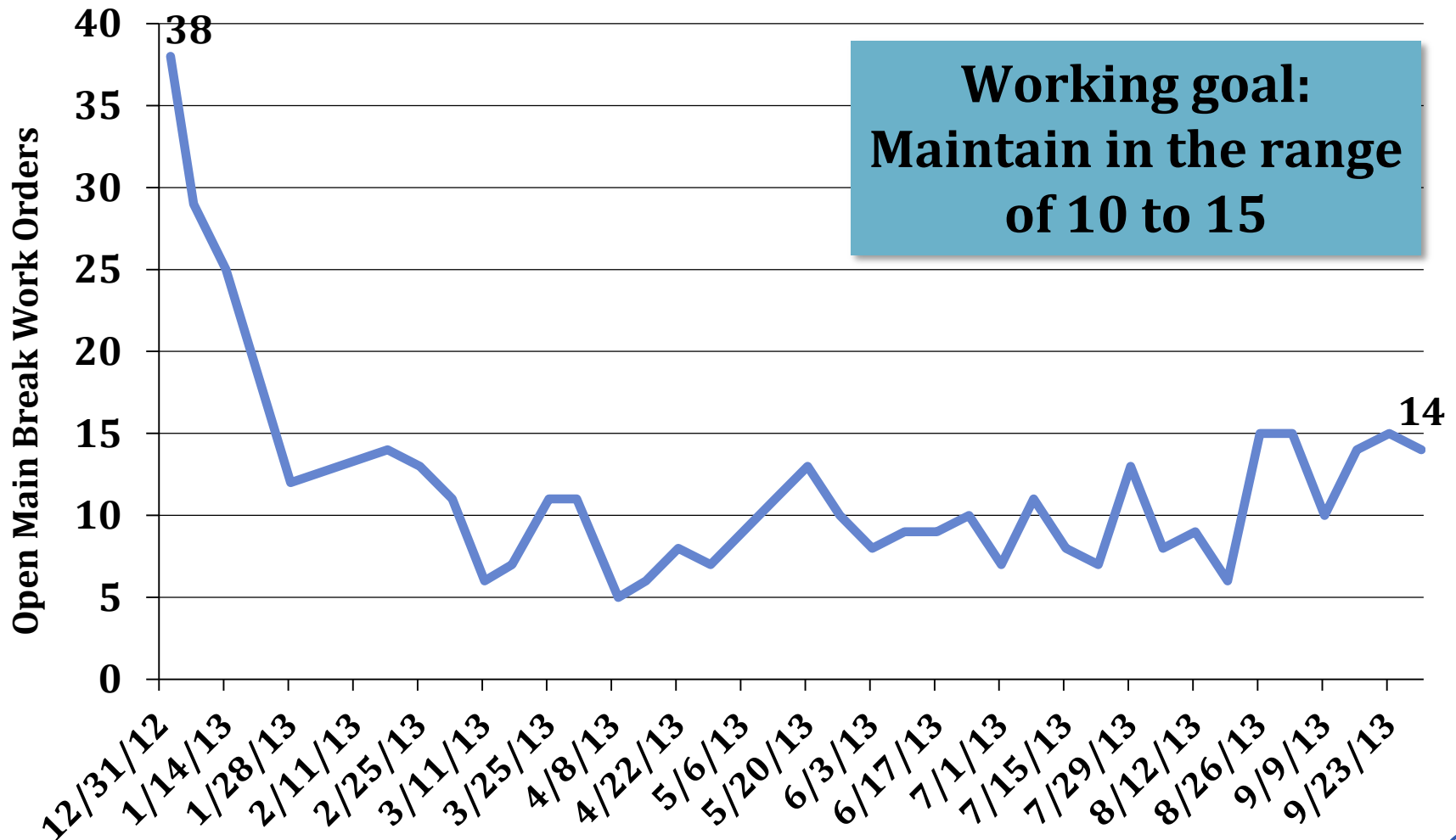
# MAIN REPAIR WORK ORDERS CREATED AND CLOSED



Source: Water Services Department

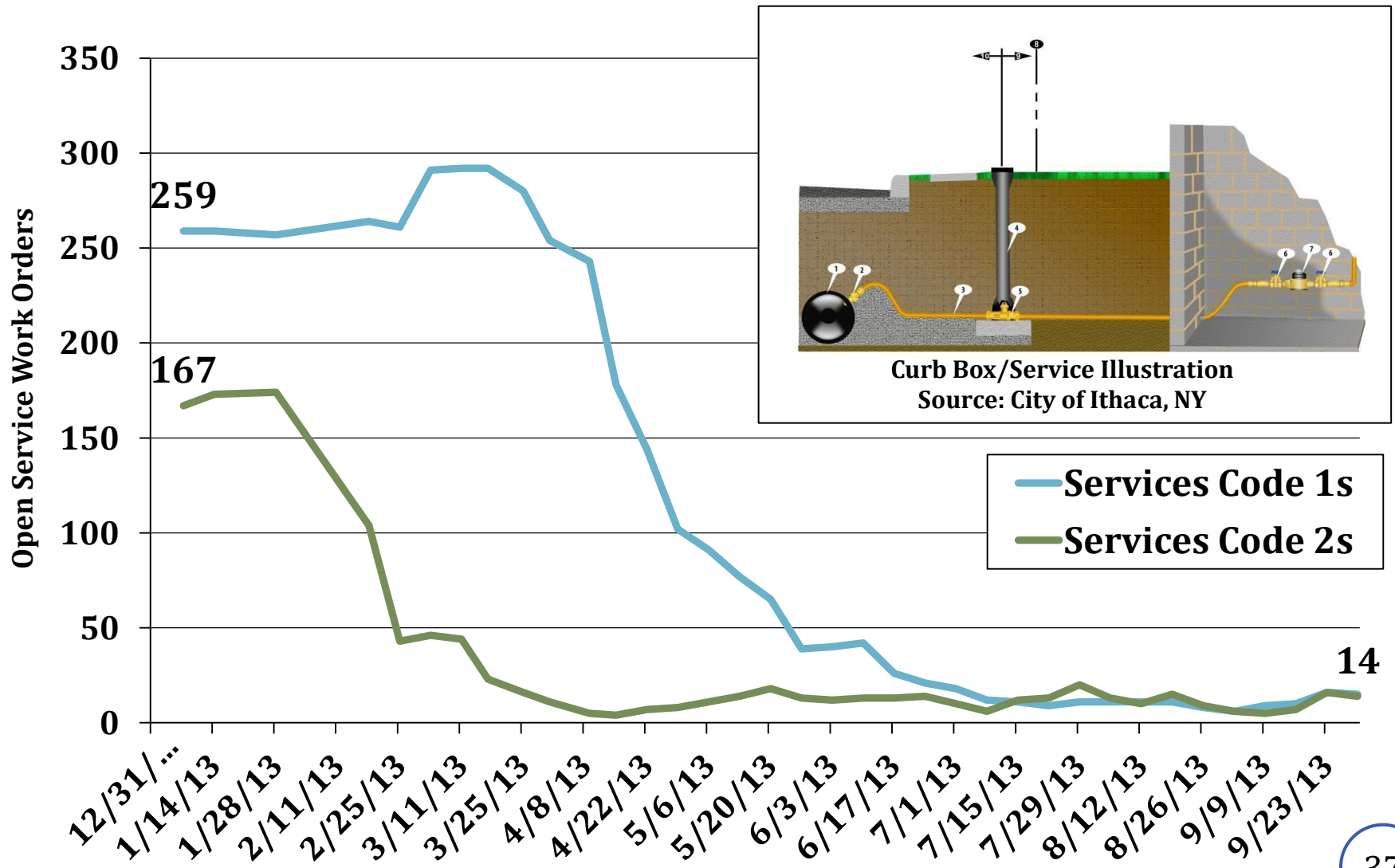
# MAIN REPAIR WORK ORDERS REMAINING OPEN EACH WEEK

**Positive  
Trend:** 



# SERVICE (CURB BOX) REPAIR WORK ORDERS REMAINING OPEN EACH WEEK

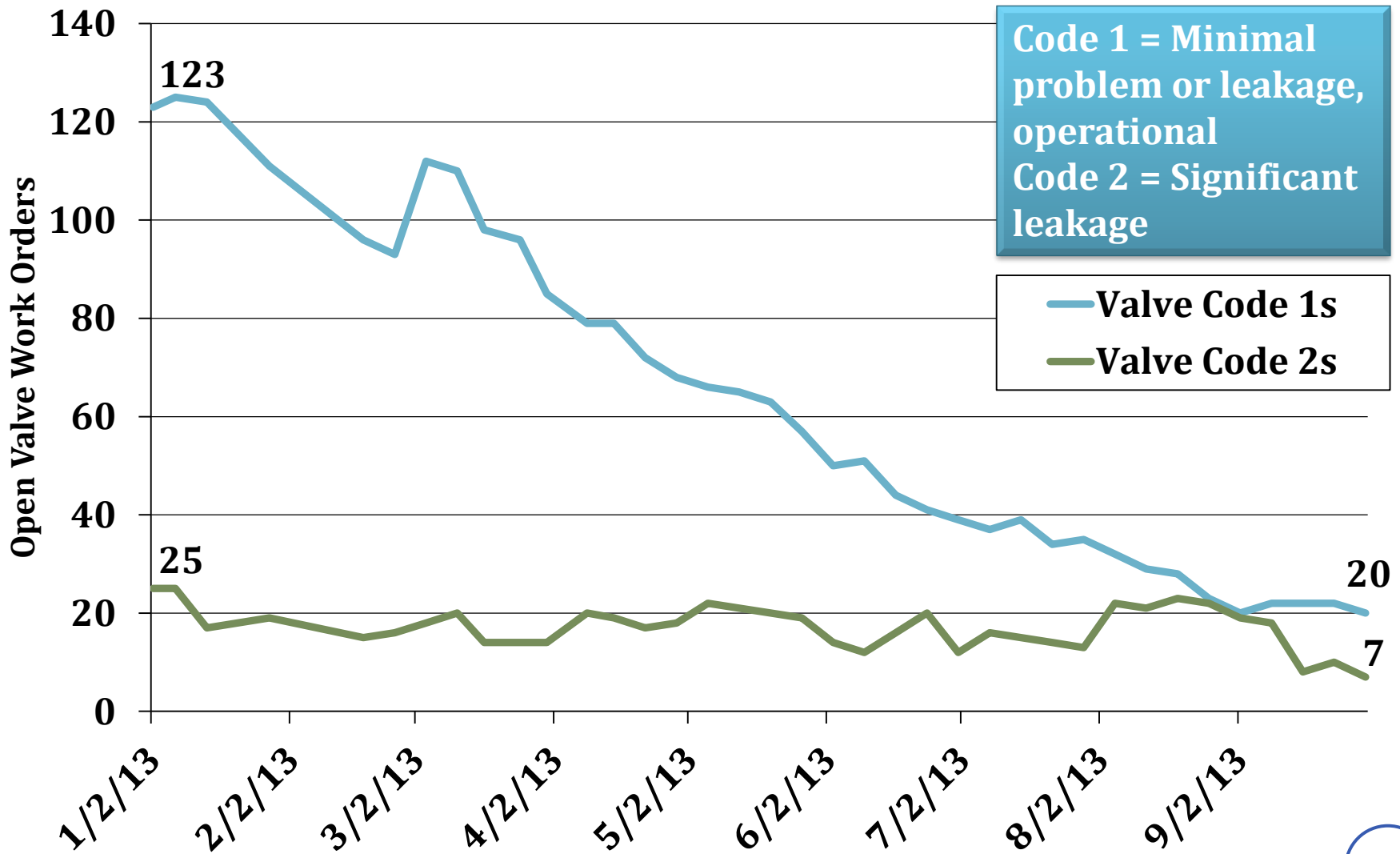
**Positive  
Trend:** 



Source: Hansen System, Water Services Department

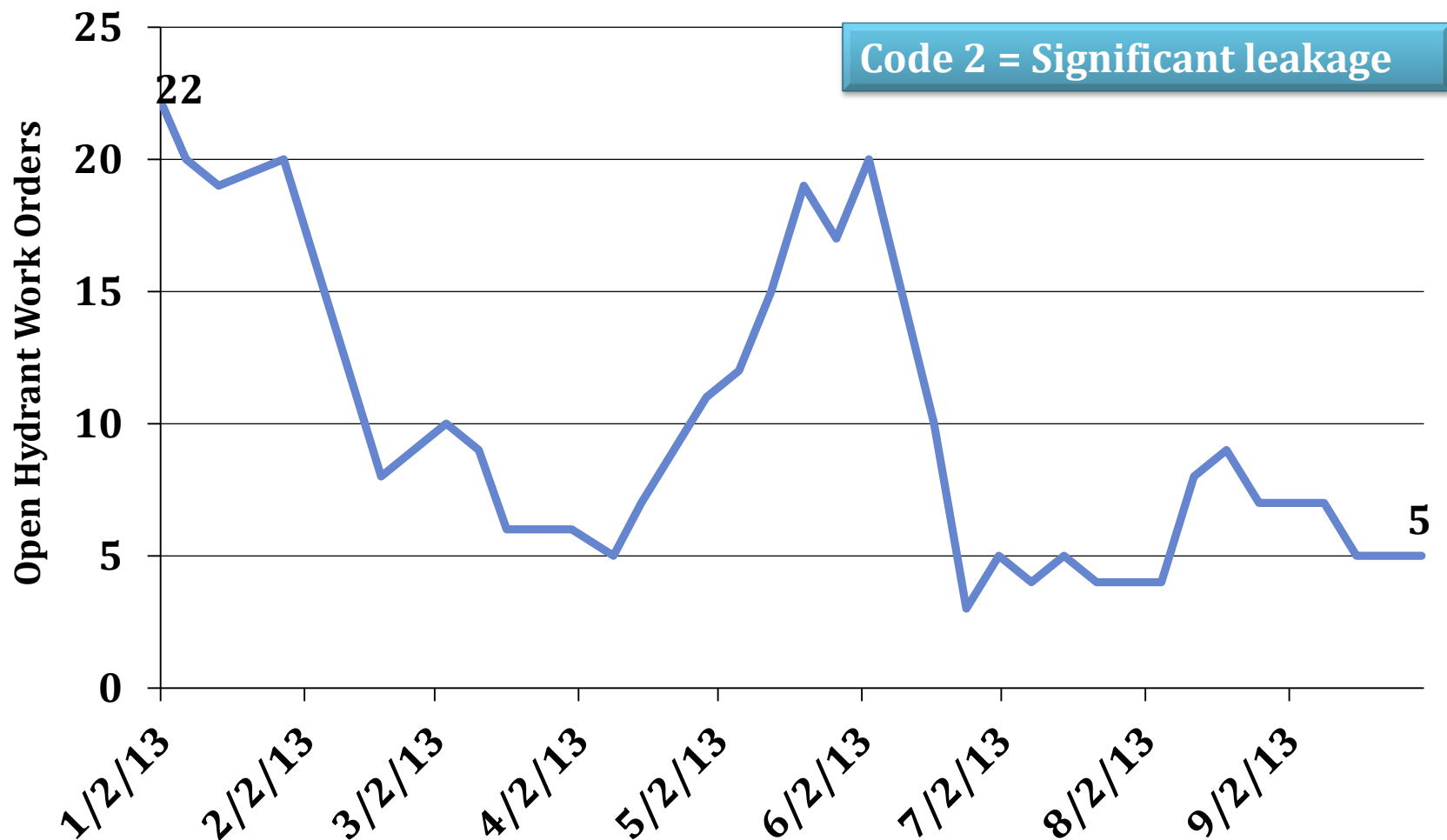
# VALVE WORK ORDERS REMAINING OPEN EACH WEEK

**Positive Trend:** 



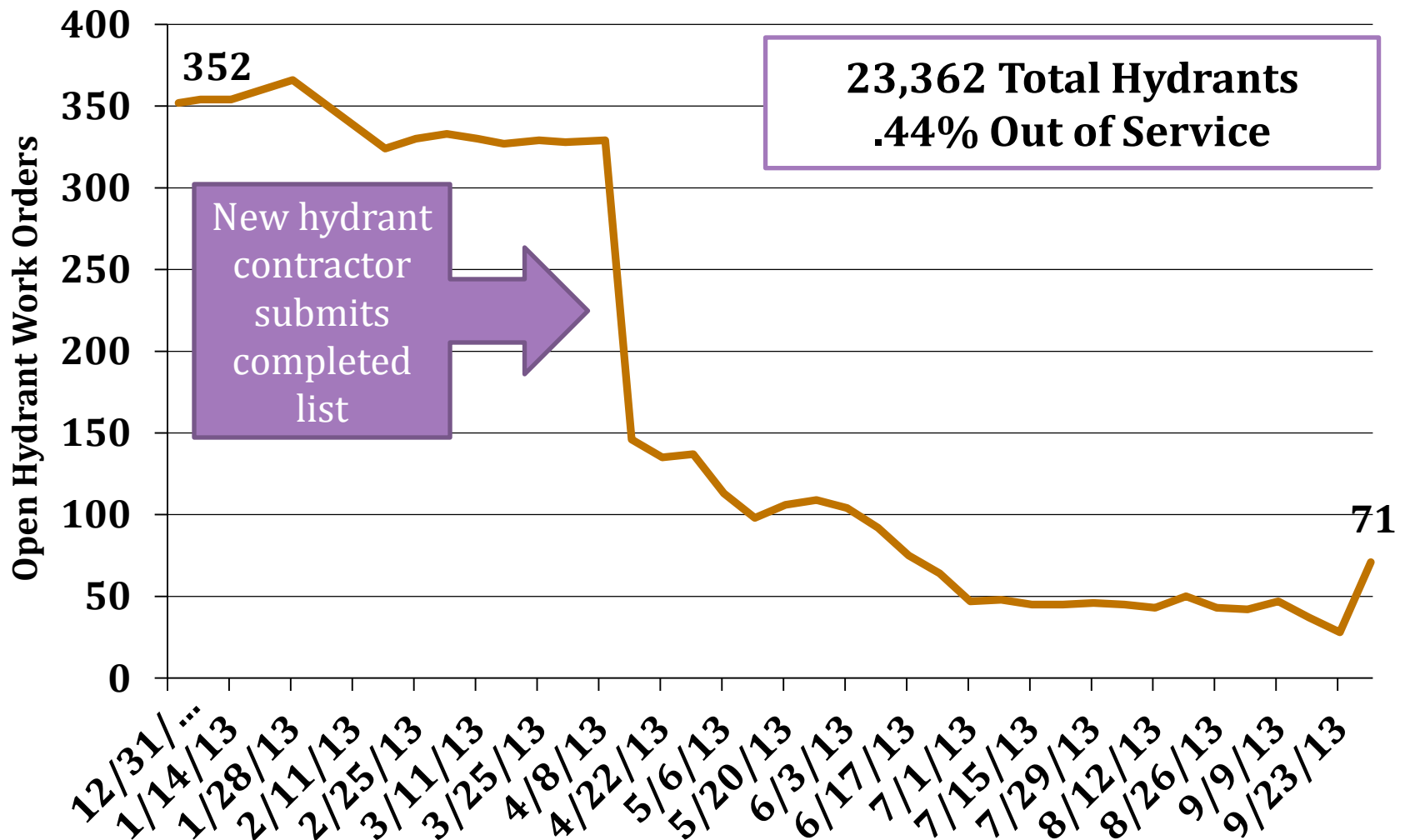
# HYDRANT CODE 2 WORK ORDERS REMAINING OPEN EACH WEEK

**Positive  
Trend:** 

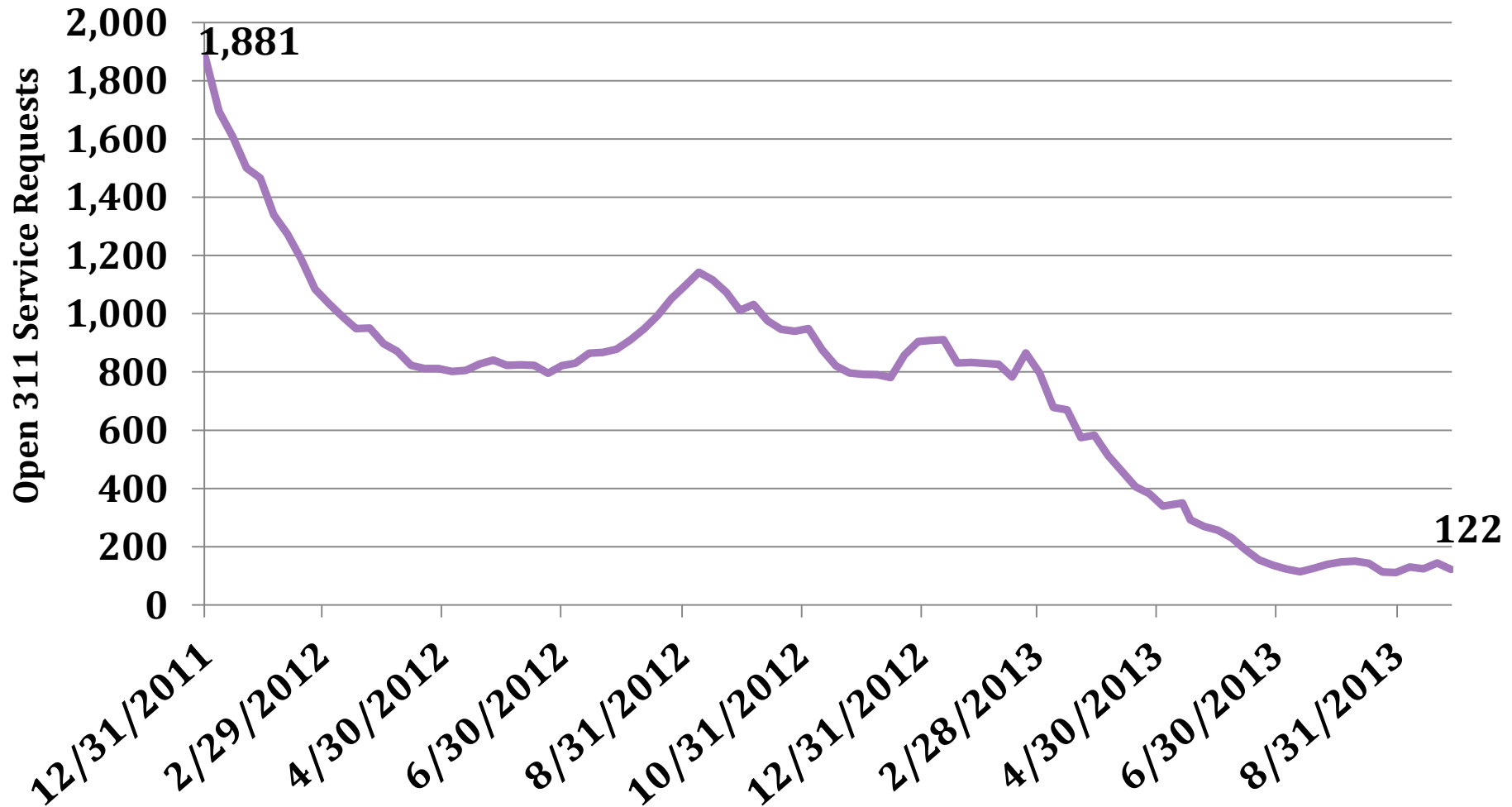


# INOPERABLE HYDRANTS (CODE 0 WORK ORDERS REMAINING OPEN EACH WEEK)

**Positive  
Trend:** 



# CUSTOMER SERVICE REQUESTS FOR PIPELINE REMAINING OPEN EACH WEEK

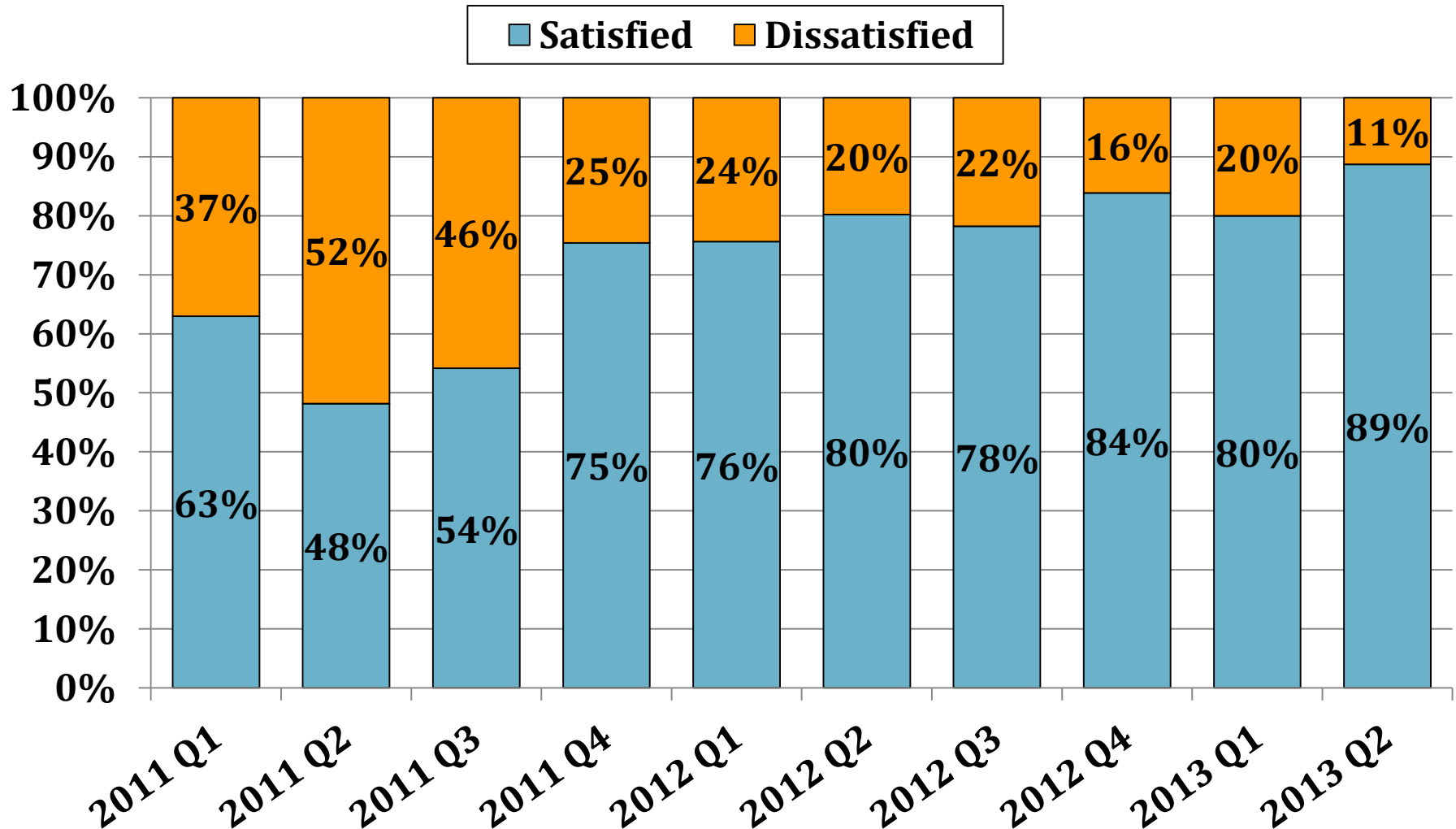


# HANSEN UPDATE (WORK ORDER/ASSET MGMT SYSTEM)

- **Hansen 8.3 software installed**
- **First data conversion completed**
- **Second of three data conversions underway**
- **Hansen training sessions held weekly**
- **Working on interfaces, data cleanup, and report design**
- **About 50 percent complete**

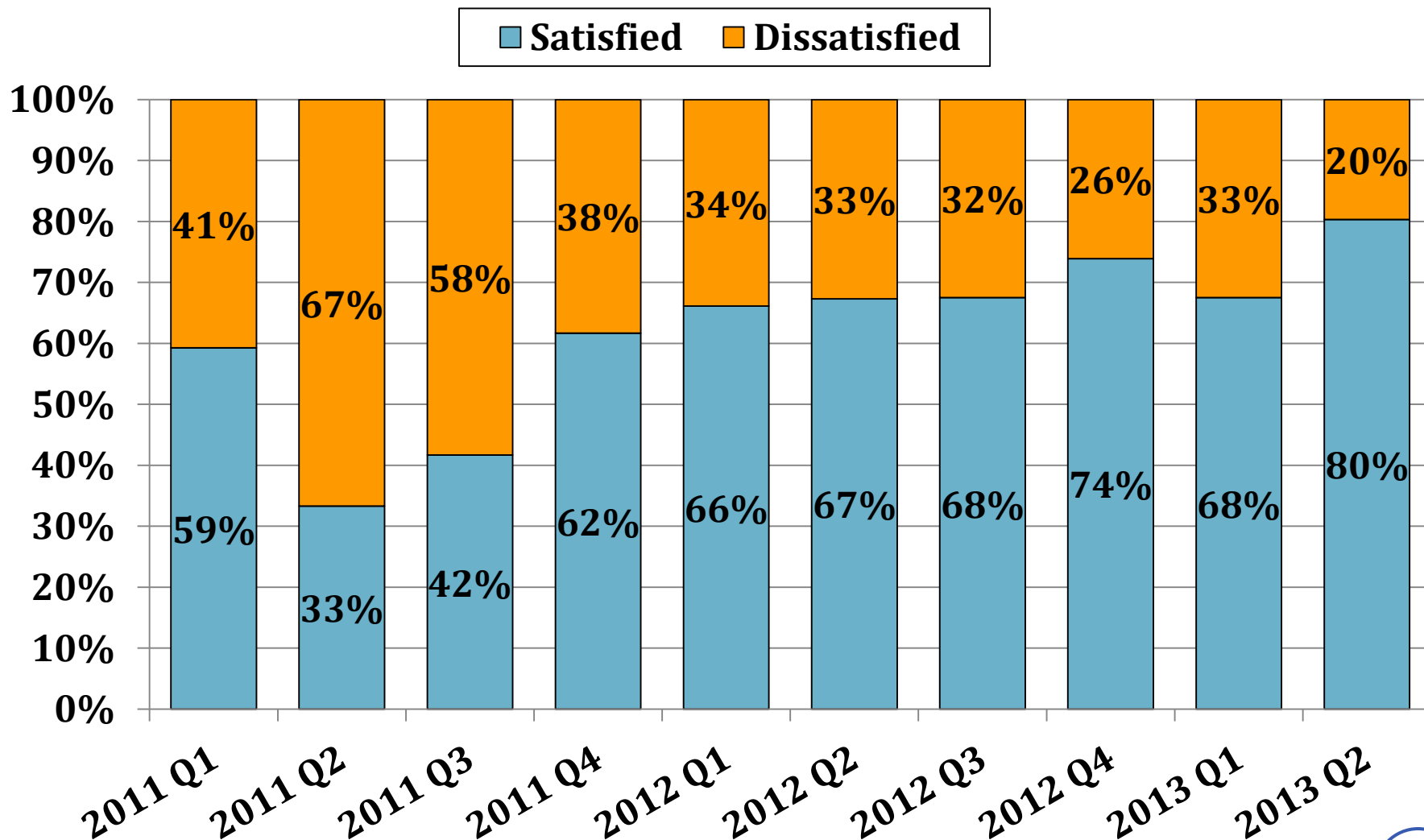
# CUSTOMER SATISFACTION WITH QUALITY OF WATER REPAIR SERVICE REQUESTS VIA 311

**Positive Trend:** 



# CUSTOMER SATISFACTION WITH TIMELINESS OF WATER REPAIR SERVICE REQUESTS VIA 311

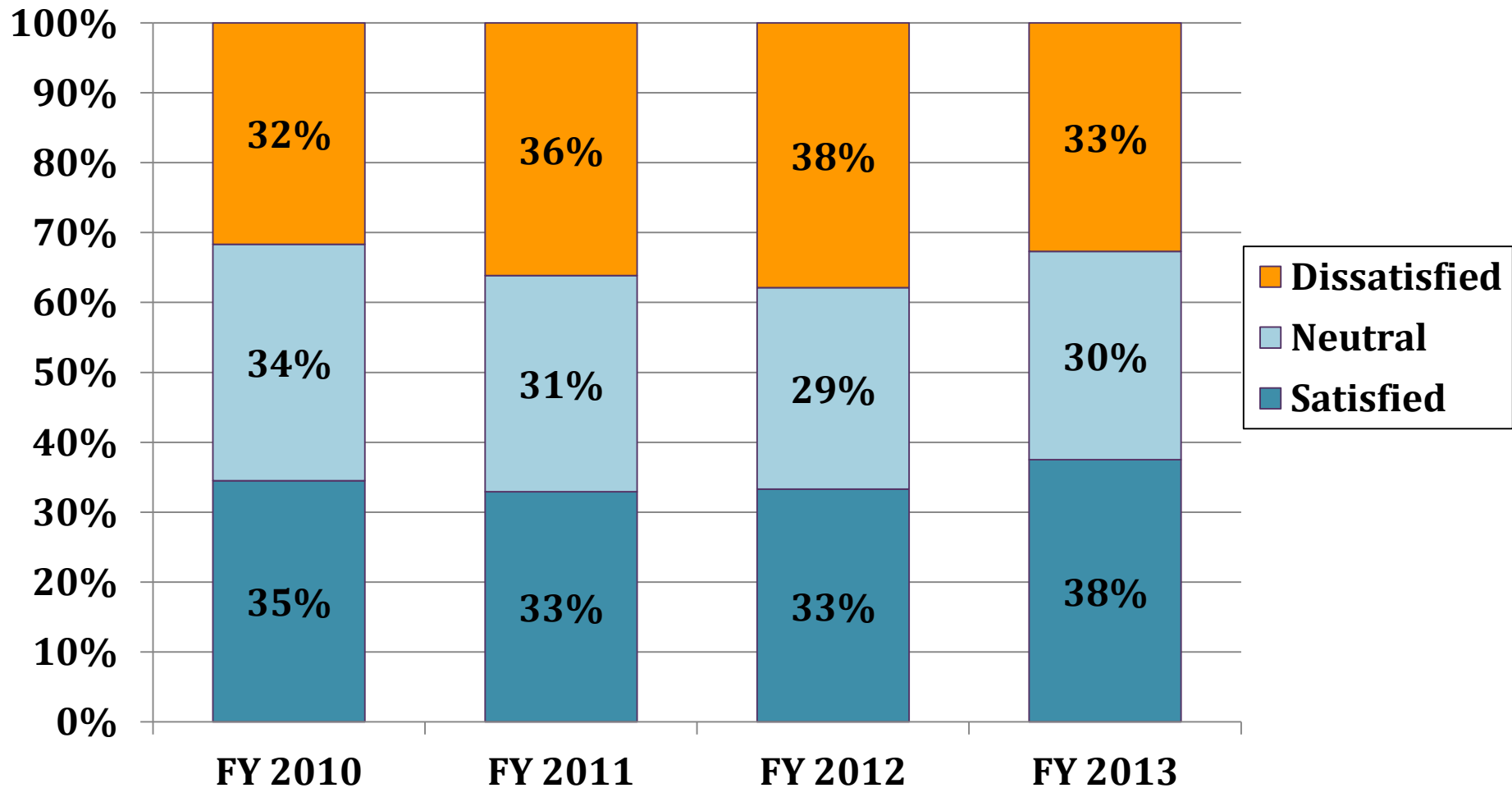
**Positive Trend:** 



Source: 311 User Survey Data

# CITIZEN SATISFACTION WITH TIMELINESS OF WATER/SEWER LINE REPAIR

**Watch  
Trend**



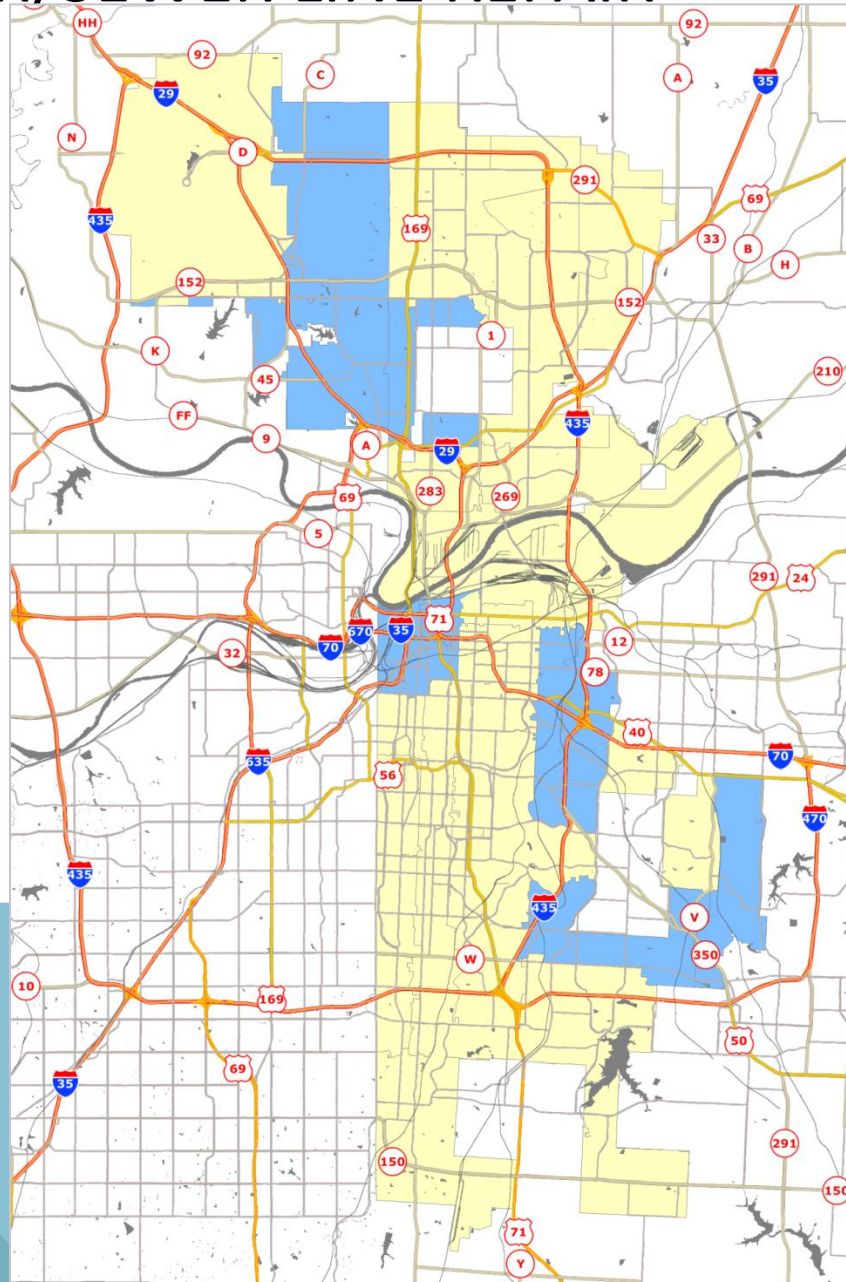
*Source: FY2010 – FY2013 Citizen Survey*

# GEOGRAPHY OF CITIZEN SATISFACTION WITH TIMELINESS OF WATER/SEWER LINE REPAIR

## **LEGEND**

Mean rating  
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



# PRIORITY

**Emphasize the focus on the customer across all City services; engage citizens in a meaningful dialogue about City services, processes, and priorities using strategic communication methods.**

# INDICATORS

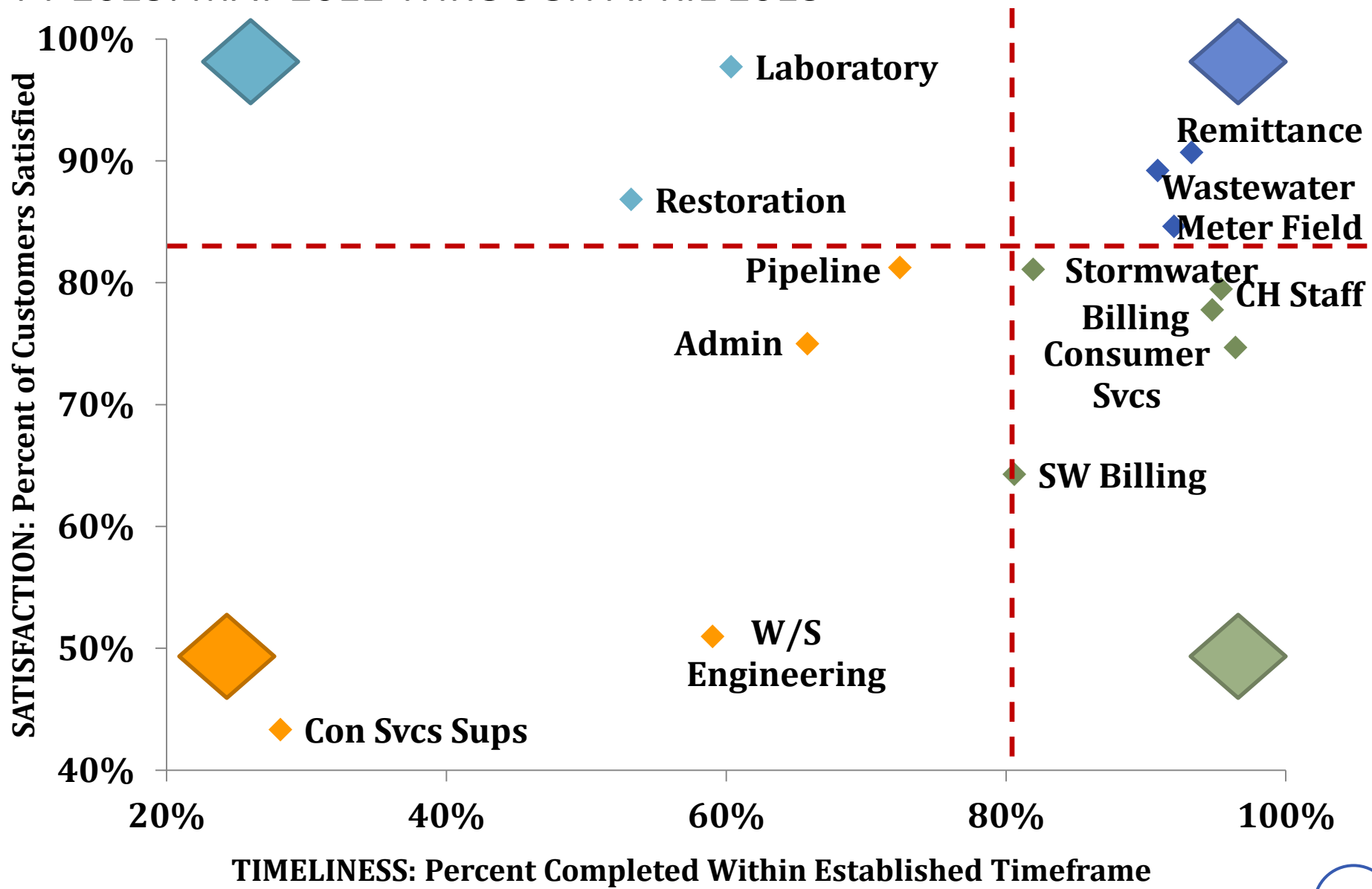
1. % of citizens satisfied with customer service
2. % of citizens satisfied with communication
3. % of businesses satisfied with City services
4. % of customers satisfied with 311 service request outcomes

**Additional Indicators to inform discussion:**

1. WSD Customer Survey
2. Abandonment rate, service levels, and average speed of answer

# WSD: CUSTOMER SATISFACTION AND TIMELINESS MATRIX

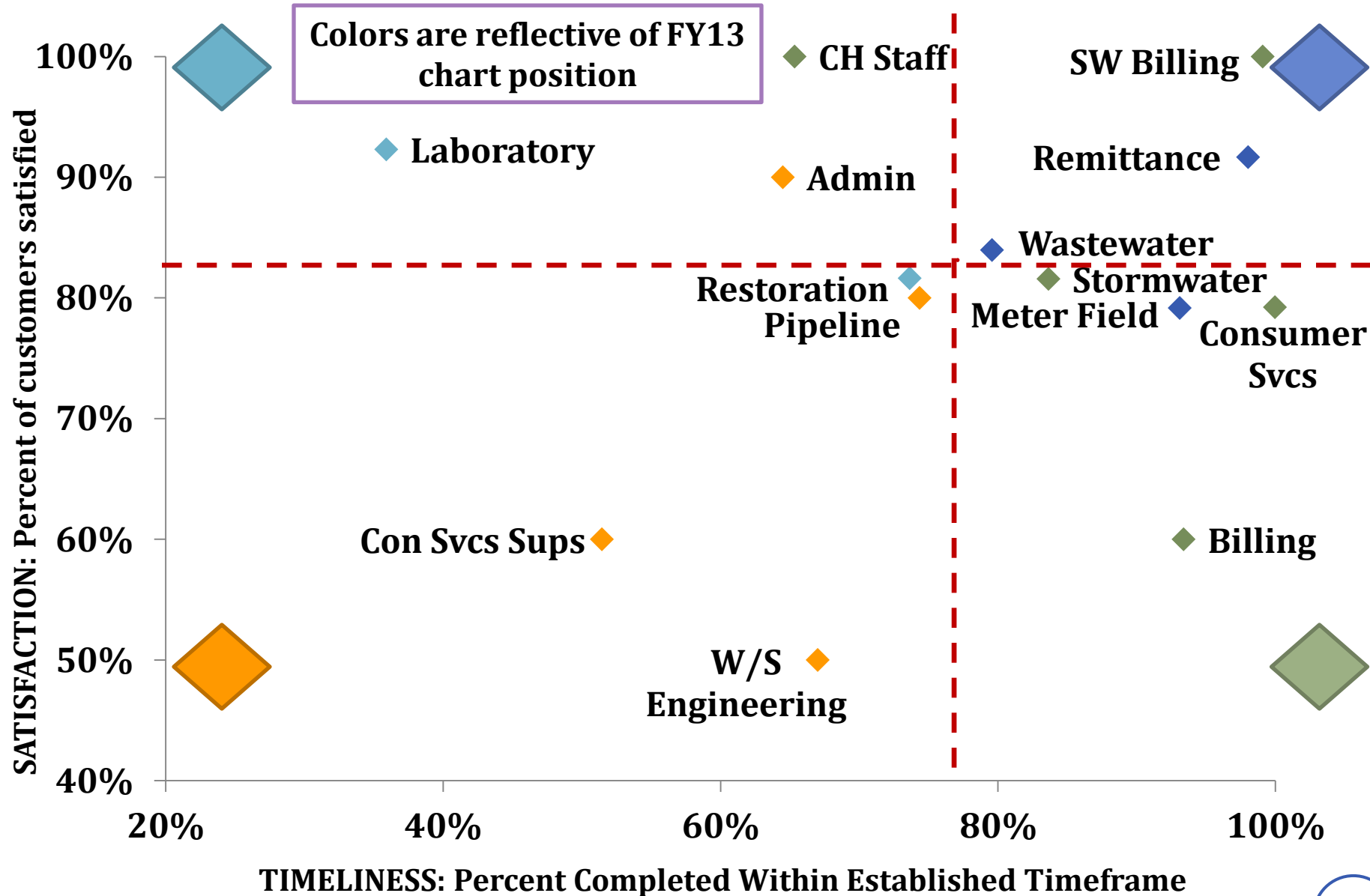
## FY 2013: MAY 2012 THROUGH APRIL 2013



Source: Peoplesoft Customer Relationship Management System

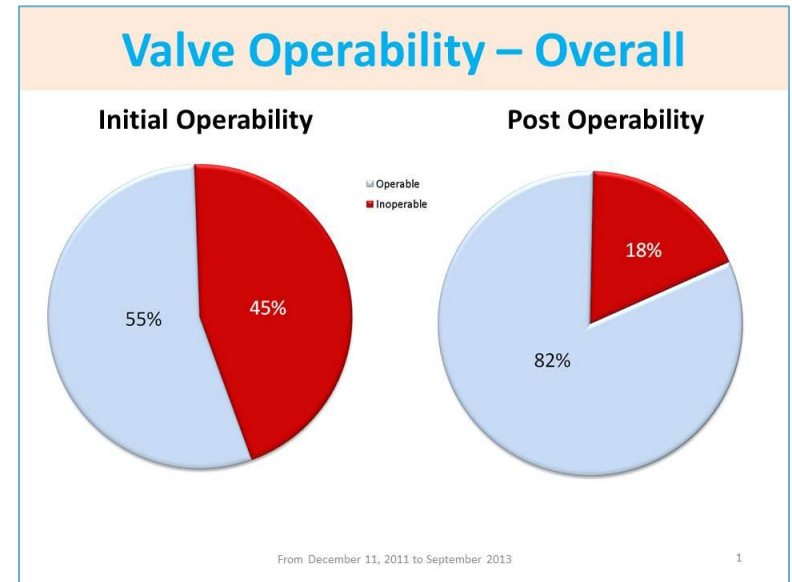
# WSD: CUSTOMER SATISFACTION AND TIMELINESS MATRIX

## FY 2014 TO DATE: MAY 2013 THROUGH MID-OCTOBER 2013



# FY 14 HIGHLIGHTS: WATER UTILITY

- **Water Main Replacement Program**
- **Valve and Hydrant Programs**
- **Streetcar Utility Relocation**
- **Water System Master Plan**

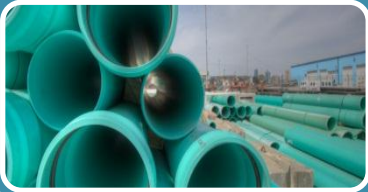


# FY 14 ENGINEERING HIGHLIGHTS: WASTEWATER UTILITY



## DESIGN

- 13 projects; \$38 million investment



## CONSTRUCTION

- 5 projects; \$21.1 million investment



## COMPLETE

- 5 projects; 6 months; \$7.9 million investment



## IMPLEMENTING

- As promised: 25 Year Overflow Control Program

# FY 14 ENGINEERING HIGHLIGHTS: OVERFLOW CONTROL PROGRAM

**\$57 M**

- **Completed Projects**

**\$ 45 M**

- **Construction Projects**

**\$17 M**

- **Design Projects**

**162 Units**

- **Green Project Installations**

**29 miles**

- **Sewer Lines Assessed & Cleaned**

**7 miles**

- **Infrastructure Replaced/ Repaired**

**Current project status is on time and under budget**

# FY 14 ENGINEERING HIGHLIGHTS: STORMWATER UTILITY

## **\$6M CID Storm Sewer Project**



## **15 Construction Projects Completed**



## **30 Projects in Design or Construction**



## **\$6M Flood Risk Management Projects**



# COMMUNICATIONS: NEW PROJECT SIGNAGE



# ENHANCED CUSTOMER COMMUNICATION

- New customer-focused newsletter
- New easier-to-read bill
- Customer-focused public meeting invitations
- New customer-focused project overviews

September 2013

**What's On Tap?**  
NEWS FOR WATER CUSTOMERS

**To Flush or Not to Flush?**

You may have heard about the (green ball) of composted fat that had to be removed from a sewer in London, England in August. The massive blob of food fat and wet wipes, which was the size of a double-decker bus, was discovered after residents complained they couldn't flush their toilets. It took three weeks for the local utility company to remove the blob, which could have potentially flooded homes, businesses, and streets. Flushing the wrong items can damage the sewer system, cause sewer backups in your home, and cause sewer overflows which damage the environment. The only items you should ever flush down a toilet is human waste (urine and feces) and toilet paper. Here is a list of items to keep out of the toilet:

- Automotive fluids
- Bandages & bandage wrappings
- Chewing gum
- Cigarette butts
- Clogging wipes of any kind
- Condoms
- Cotton balls & swabs
- Dental floss
- Disposable diapers
- Facial tissue
- Grease
- Paint, solvents, sealants & glues
- Pet feces & hazardous waste
- Sanitary napkins
- Shampoo & hygiene appliances
- Unused medications

**Water Services Is Investing In Kansas City!**

Kansas City Water Services will be making almost \$1 billion in critical water, wastewater, and stormwater infrastructure improvements throughout Kansas City over the next five years. We are able to make this investment thanks to customers who use the system and voters who have approved the issuance of low interest bonds.

In the coming months you might notice new signs indicating infrastructure improvements are being made to your neighborhood. The "Investing in KC" project signs indicate the type of work taking place and provide ways to learn more: phone, email, website, and a scannable QR code for smartphone users. In addition, an easy-to-use zip code search, to help you find out about the work taking place in your neighborhood, has been added to our website. Simply visit us online at [www.kcwaterservices.org](http://www.kcwaterservices.org) and click on "Projects."

**KCWATER SERVICES**  
4800 E. 63rd Street • Kansas City, MO 64130  
Phone: 816-513-1313  
[www.kcwaterservices.org](http://www.kcwaterservices.org)

Meter Number	Previous Read	Current Read	Usage
0002141	208	203	5

May 1, 2013

Customer Name: JANE DOE  
Service Address: 123 MAIN ST  
Account Number: 000212345 001234 4  
Due Date: 10/1/13

**MONTHLY WATER USE (ALLOW IN GPM)**  
100' (100 GPM) = 100 GPM

**ACCOUNT DETAILS**  
Service Period: 08/17/13 - 09/17/13 Days Billed: 31

Category	Amount
Water	\$12.30
Water Service Charges	\$20.10
Water Usage Charges	\$12.61
Wastewater	\$22.70
Wastewater Service Charges	\$22.70
Wastewater Volume Charges	\$2.58
Stormwater	\$2.58
Stormwater Charges	\$2.58
<b>Total Current Charges</b>	<b>\$76.29</b>
Previous Balance	\$75.07
Payments Received	\$75.07
<b>Total Amount Due</b>	<b>\$76.29</b>

**Important Information**  
ANNUAL SUMMER SEWER RATE FOR RESIDENTIAL CUSTOMERS BEGAN MAY 1, 2013.  
Mark your calendar! The City of Kansas City, Mo. will be conducting water and sewer collections throughout Kansas City this fall. To learn more about the specific collection dates for your neighborhood, visit [www.kcwaterservices.org](http://www.kcwaterservices.org) or call the Customer Service Center at 816-513-1313 or 3-1-1 for additional information.

**DETACH AND RETURN THIS PORTION WITH YOUR PAYMENT.**

Account Number	Due Date	Amount Due	Amount Enclosed
000212345 001234 4	10/1/13	\$76.29	\$76.29

Late Payment Charge: \$3.02  
Total Amount Due After Late Fee: \$79.31  
Please make checks payable to: KC Water Services

4800 E. 63RD STREET  
KANSAS CITY, MO 64130

PO BOX 807450  
KANSAS CITY, MO 64180-7450

**KANSAS CITY WATER SERVICES**  
Communications Division

4800 E. 63rd Street  
Kansas City, MO 64130

Phone: 816-513-0186  
Fax: 816-513-0175

May 1, 2013

Dear Customer:

Kansas City Water Services will soon be performing important infrastructure work in your neighborhood and would like to invite you to a public meeting to learn more.

Weather permitting, work will begin late this month and conclude May 2013 to improve the storm and sanitary sewers located:

- On West 58th Street, between Summit Street and Wornall Road;
- On West 58th Street, between Pennsylvania Avenue and Wornall Road;
- On Wornall Road, between West 57th Terrace and Harting Road;
- On Valley Road, between West 62nd Street and West 69th Street;
- On Pennsylvania Avenue, between West 62nd Street and Greenway Terrace;
- On West 62nd Street, between Summit Street and Valley Road;
- On Greenway Terrace, between Ward Parkway and Valley Road; and
- On West Meyer Boulevard, between Ward Parkway and Summit Street.

Storm and sanitary sewers will be repaired and reconstructed resulting in increased reliability, fewer anticipated sanitary sewer backups, and increased capacity of the storm and sanitary systems for years and generations to come.

To learn more about the details of this project, meet the project manager who will be overseeing the work, meet the contractors who will be performing the work, and to ask questions, please consider attending the following meeting:

**What:** Public Meeting  
**Why:** Brookside Watershed Area Storm and Sanitary Sewer Improvements  
**When:** Wednesday, May 15th at 6 p.m.  
**Where:** Wornall Road Baptist Church Fellowship Hall (Lower Level)  
400 West Meyer Boulevard, Kansas City, MO 64113

In the future, specific questions regarding this project can be directed to Karine Papikian, Project Manager, Kansas City Water Services, at 816-513-1300 or [karine.papikian@kcwater.org](mailto:karine.papikian@kcwater.org).

We look forward to making these important infrastructure improvements in your neighborhood!

Sincerely,  
Danielle Winkowski  
Public Relations Coordinator

**INVESTING IN KC**

**KCWATER SERVICES**

**WATER MAIN REPLACEMENT**  
C-64 Small Water Main Replacement Project

**PROJECT AREA**

**PUBLIC MEETING**

**Why:** C-64 Small Water Main Replacement Project  
**When:** Thursday, August 8th at 6:30 p.m.  
**Where:** Asandale United Methodist Church, Fellowship Hall  
3101 NE Wins Road  
Kansas City, MO 64117

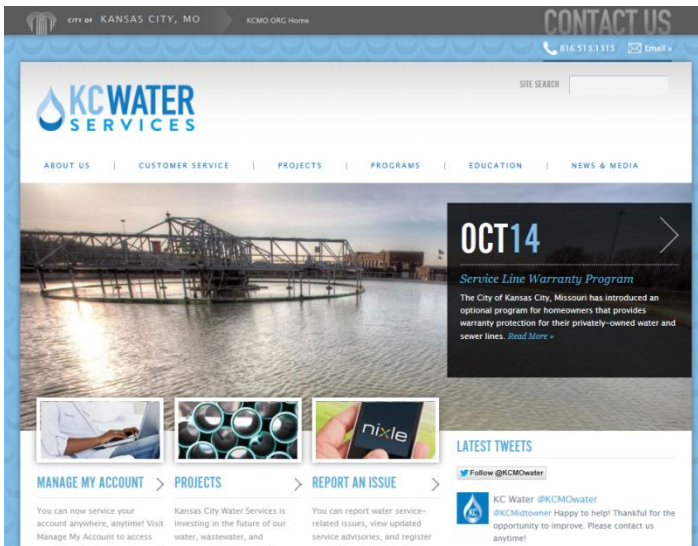
Work will begin August 2013 and conclude August 2014

# COMMUNICATIONS: CUSTOMER INTERACTION

Contact Type	May	September/ October	Percent Change
Nixle Users	8,230	9,104	+ 11%
Twitter Followers	720	954	+ 33%
Website visits (launched May 1)	12,196	18,165	+ 49%
Manage My Account – Registered Accounts	57,796	59,795 (30% of total)	+ 3%
Manage My Account – E-Bill	7,271	8,111 (4% of total)	+ 12%

**Public Meetings/Presentations in 2013:**  
24 Events  
618 Attendees

# COMMUNICATIONS: WEBSITE



[www.kcwaterservices.org](http://www.kcwaterservices.org)

## Most Visited Pages:

- 1) Homepage
- 2) Manage My Account
- 3) Customer Service
- 4) Contact Us
- 5) Careers
- 6) About Us
- 7) Overflow Control Program
- 8) Projects
- 9) Newsroom
- 10) Understanding My Bill

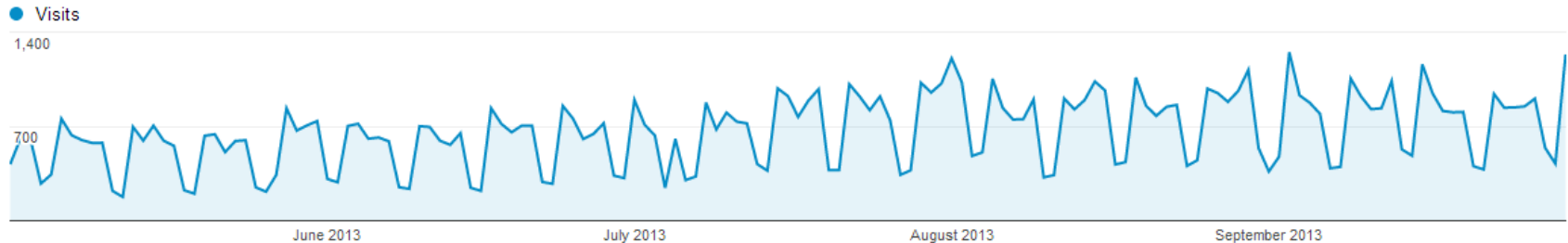
May 1, 2013 - Sep 30, 2013 ▼

100.00%

### Overview

Visits ▼ VS. Select a metric

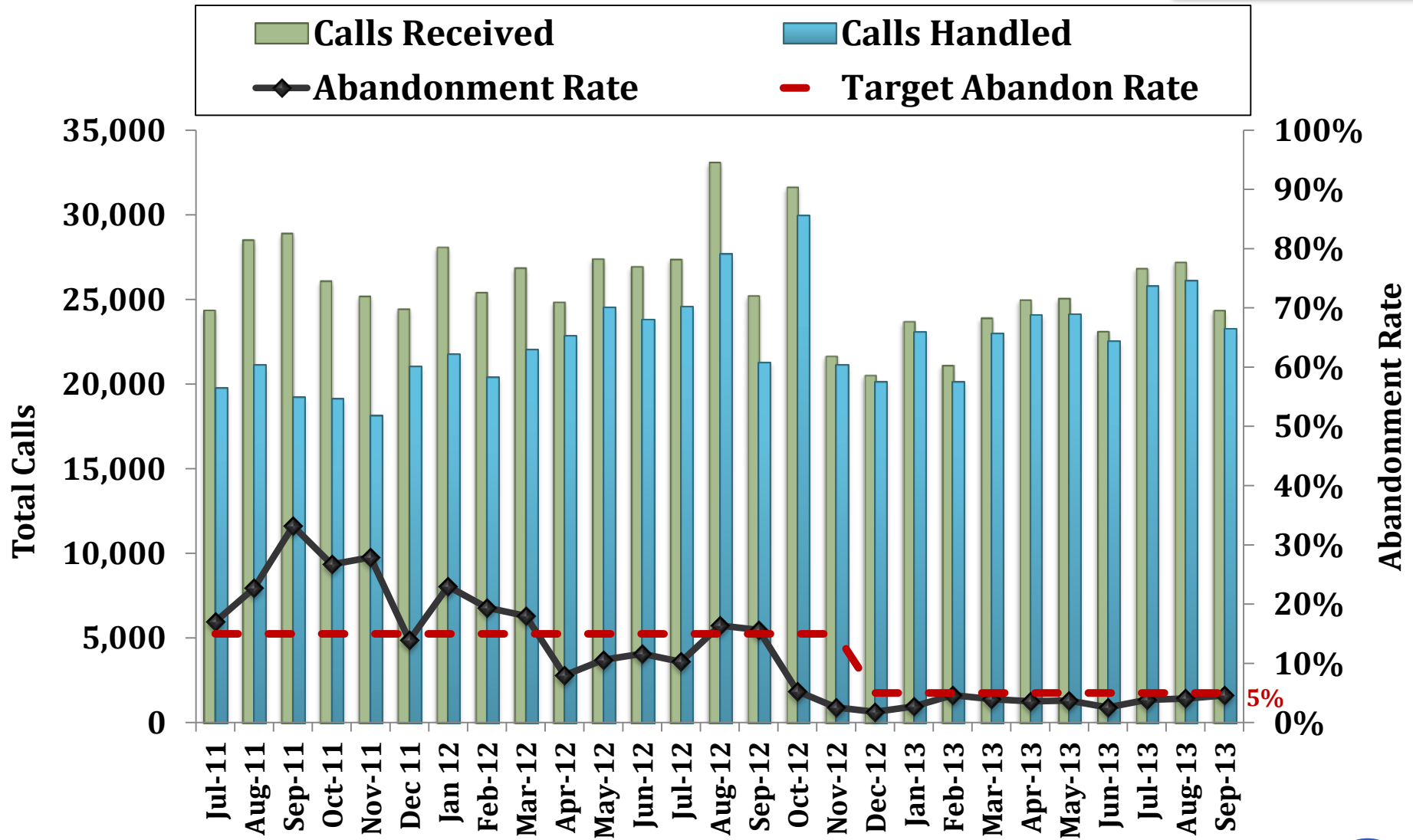
Hourly Day Week Month



65,632 people visited this site

# CALL VOLUME AND CALL HANDLING FOR WSD

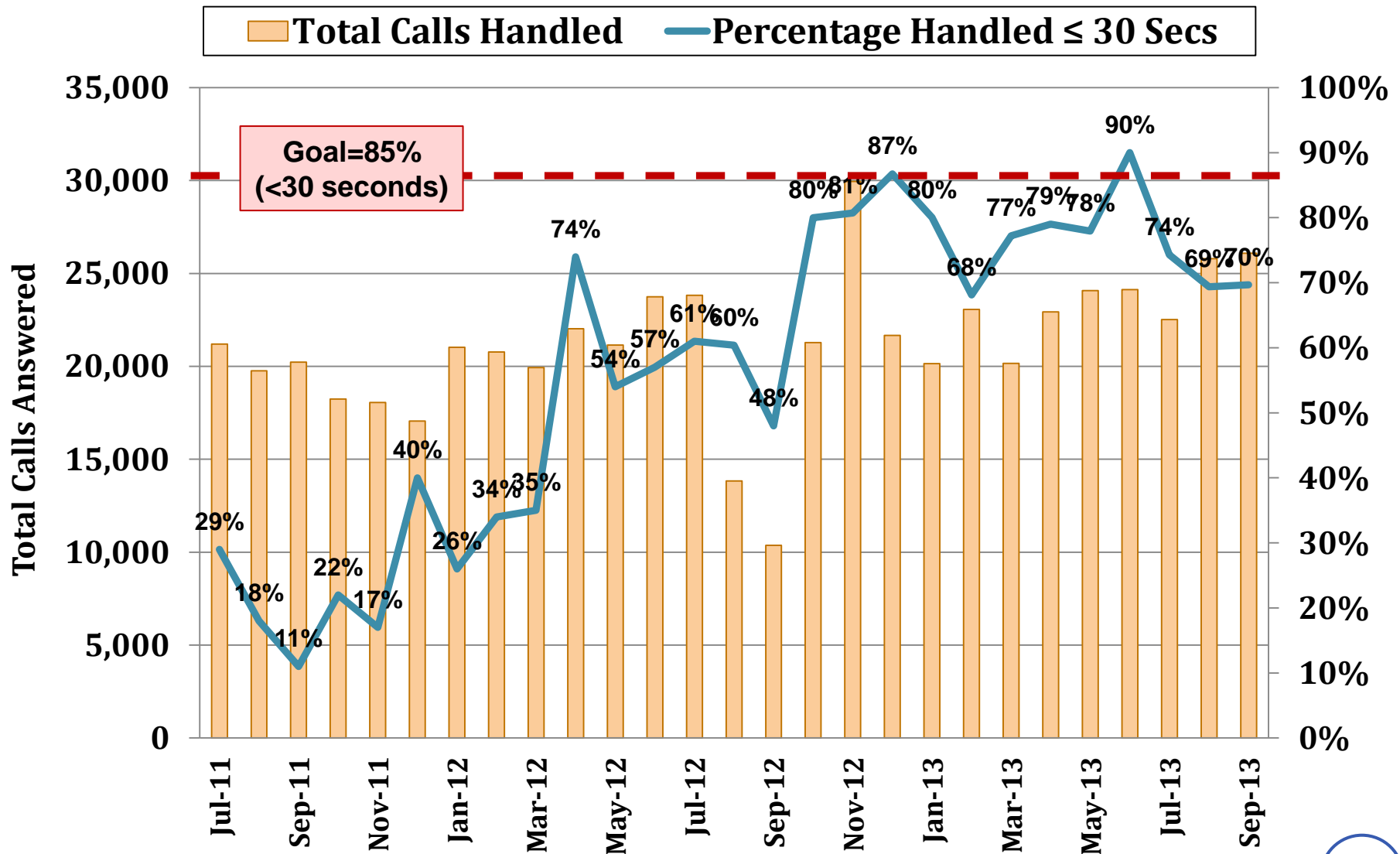
**Positive  
Trend:** 



Source: Water Services Department

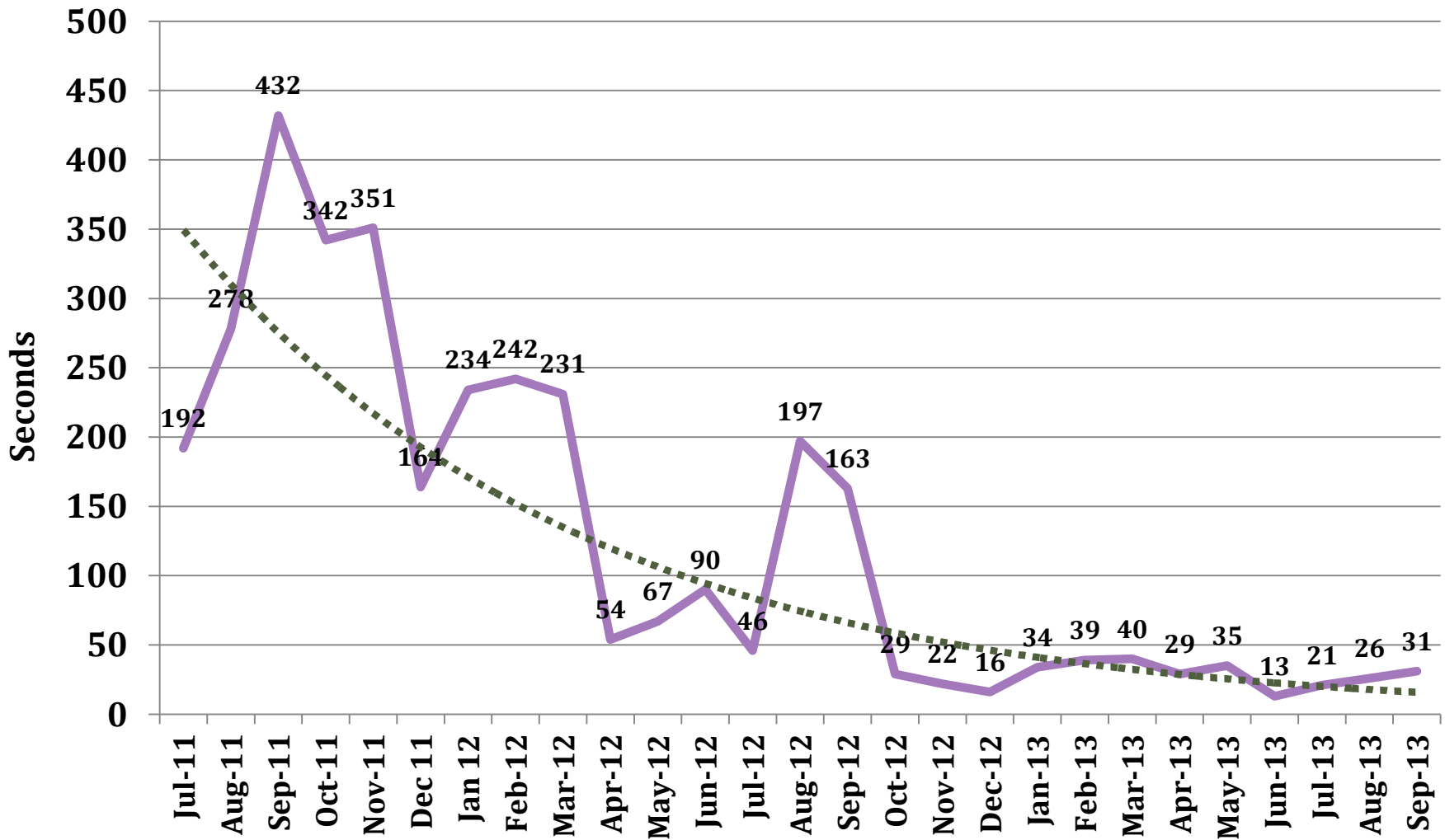
# CALL VOLUME AND SERVICE LEVEL FOR WSD

**Positive  
Trend:** 



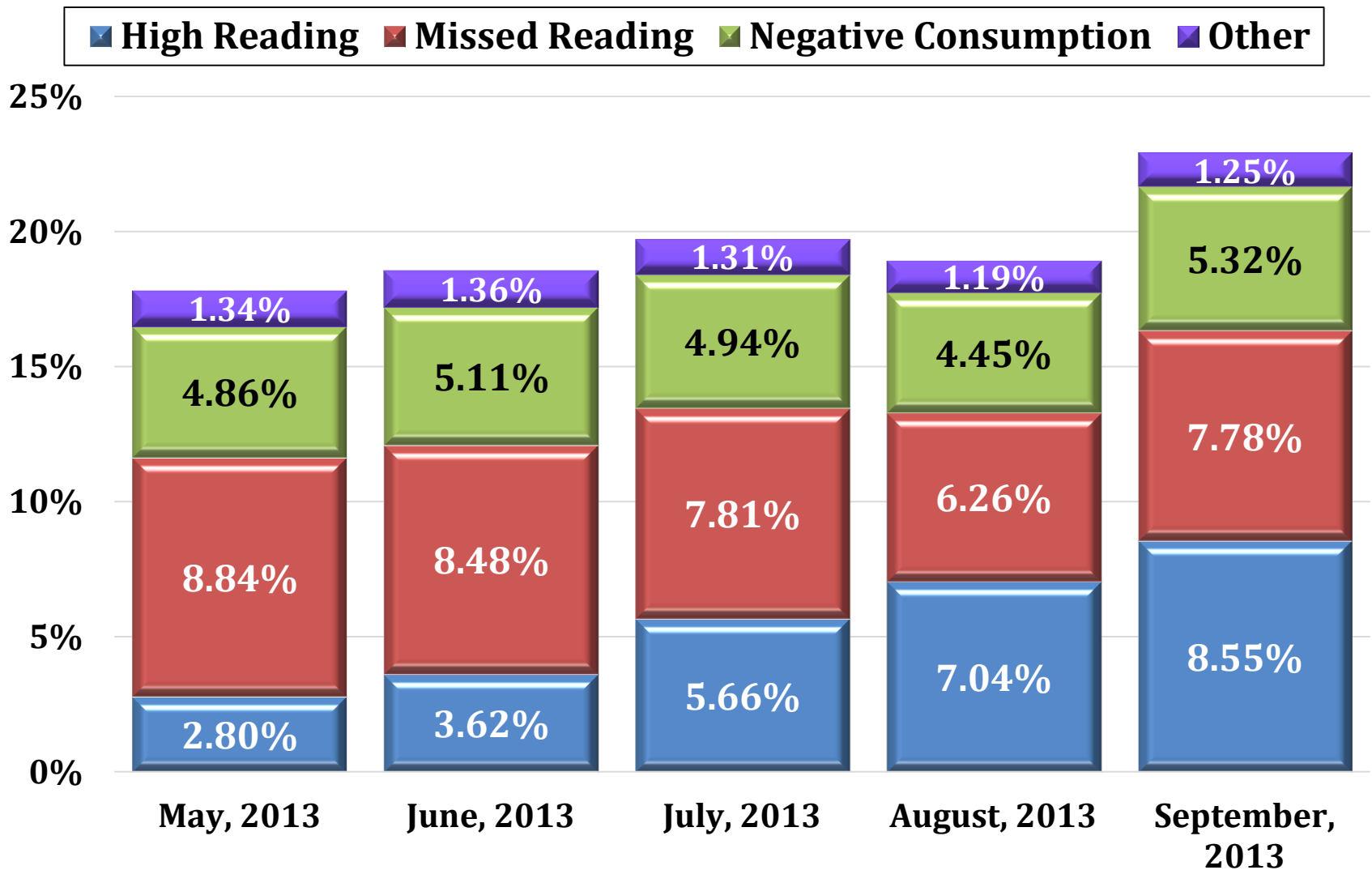
Source: Water Services Department

# AVERAGE SPEED OF ANSWER FOR WSD CALLS



Source: Water Services Department

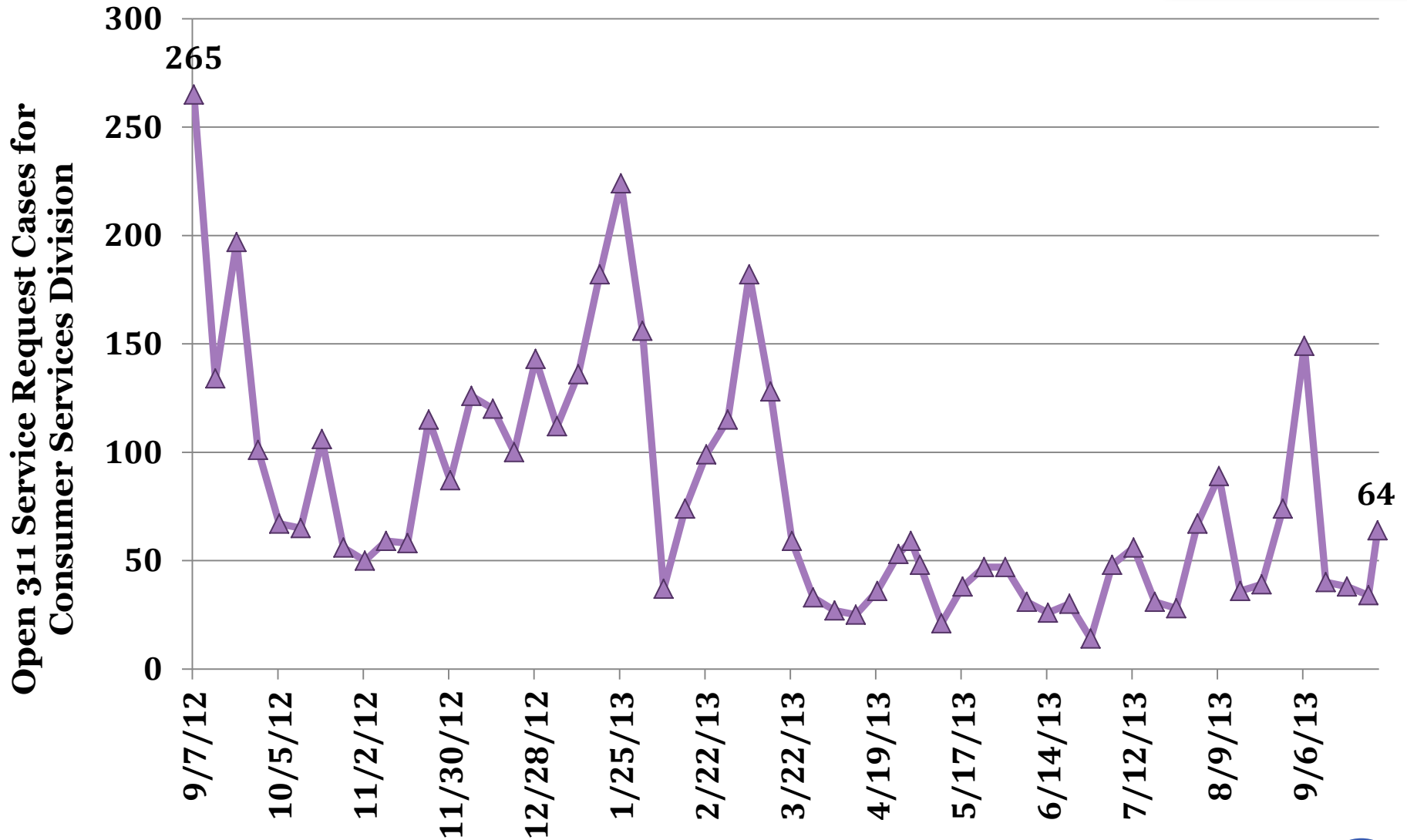
# BILLING EXCEPTION RATES FOR WSD



Source: Water Services Department

# WSD CUSTOMER SERVICE REQUESTS REMAINING OPEN EACH WEEK

**Positive  
Trend:** 



# CUSTOMER SERVICE IMPROVEMENT PROJECT

## **West Monroe Partners officially began on September 9.**

- **Project Management Office:**
  - ❖ Central repository for all project-related documents.
  - ❖ Provides status updates on overall project and individual initiatives, as well as risks, through regular reports and meetings.

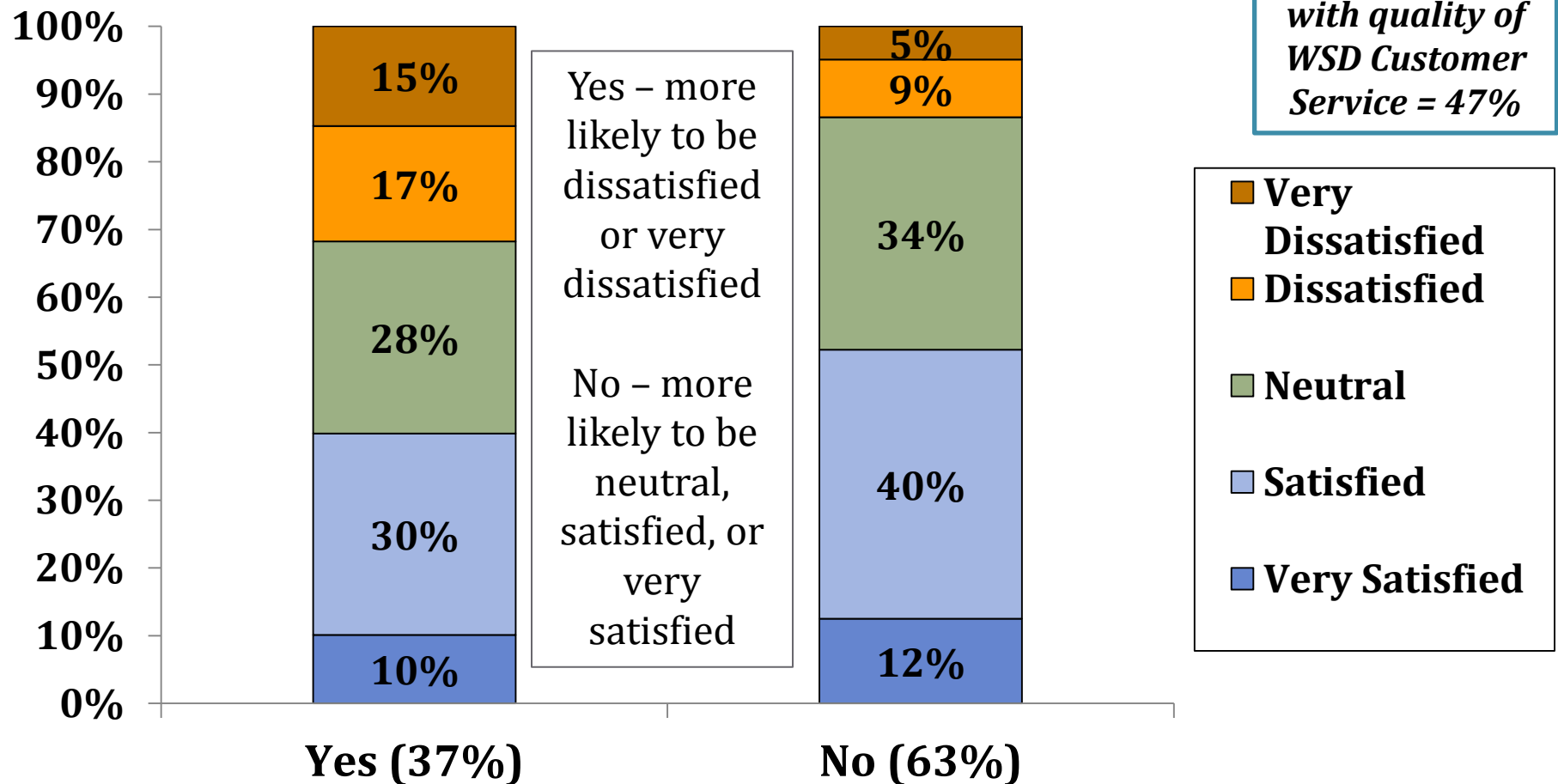
# CUSTOMER SERVICE IMPROVEMENT PROJECT

## Six of the 21 initiatives are already underway:

- **Cross Functional Design**
  - ❖ Improved policies & procedures to ensure timely, accurate & consistent response to customer inquiries
- **Workforce Management Tool**
  - ❖ Efficiently staff customer service reps to reduce customer wait time
- **Project and Program KPIs**
  - ❖ Identify and monitor key metrics online to proactively address customer issues and concerns
- **CIS Upgrade Services**
  - ❖ Upgraded technology will improve efficiency to more quickly and accurately respond to customer inquiries
- **Master Data Management**
  - ❖ More effectively manage data so that customer inquiries are more quickly resolved
- **Project Management Office**
  - ❖ Accountable for project schedule, budget and quality of all initiative

# CITIZEN SURVEY: QUALITY OF CUSTOMER SERVICE PROVIDED BY WSD

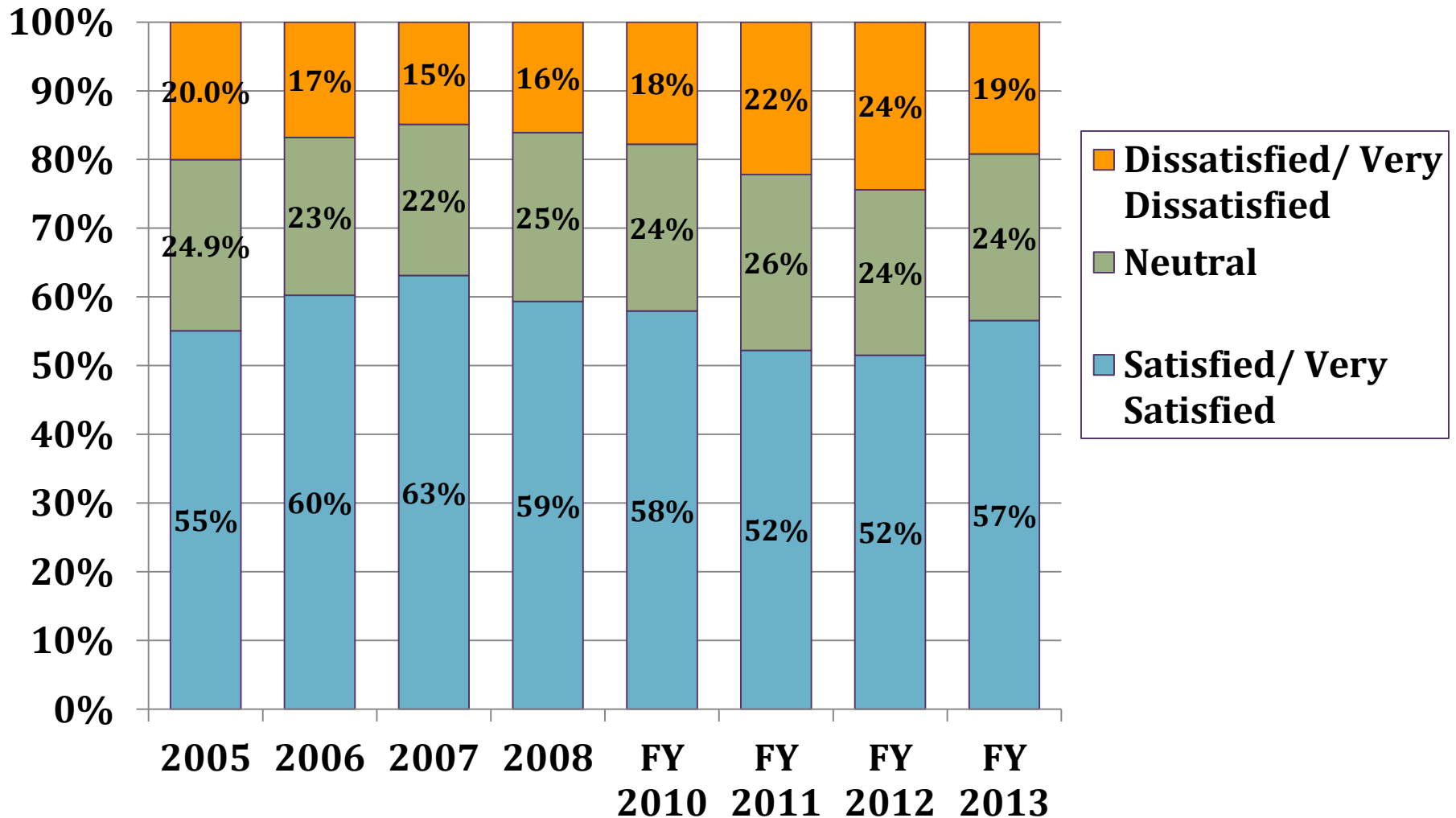
Quality of WSD Customer Service by Contact with WSD



Have you contacted WSD regarding your account in the last year?

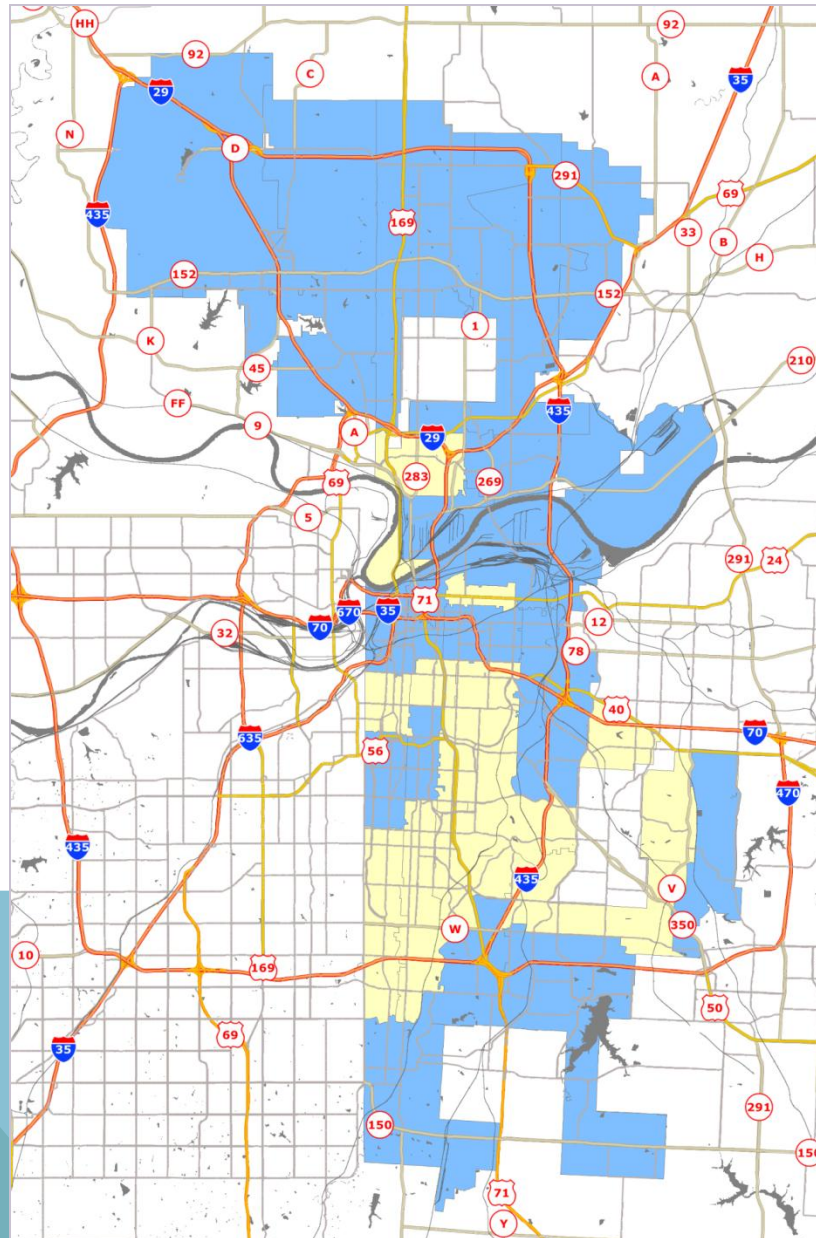
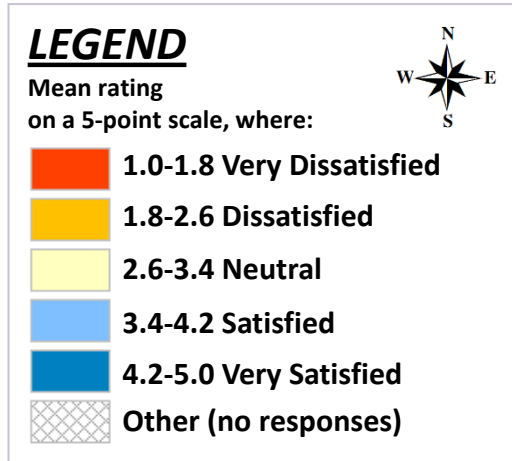
# CITIZEN SATISFACTION WITH OVERALL QUALITY OF WATER UTILITY

**Watch  
Trend**

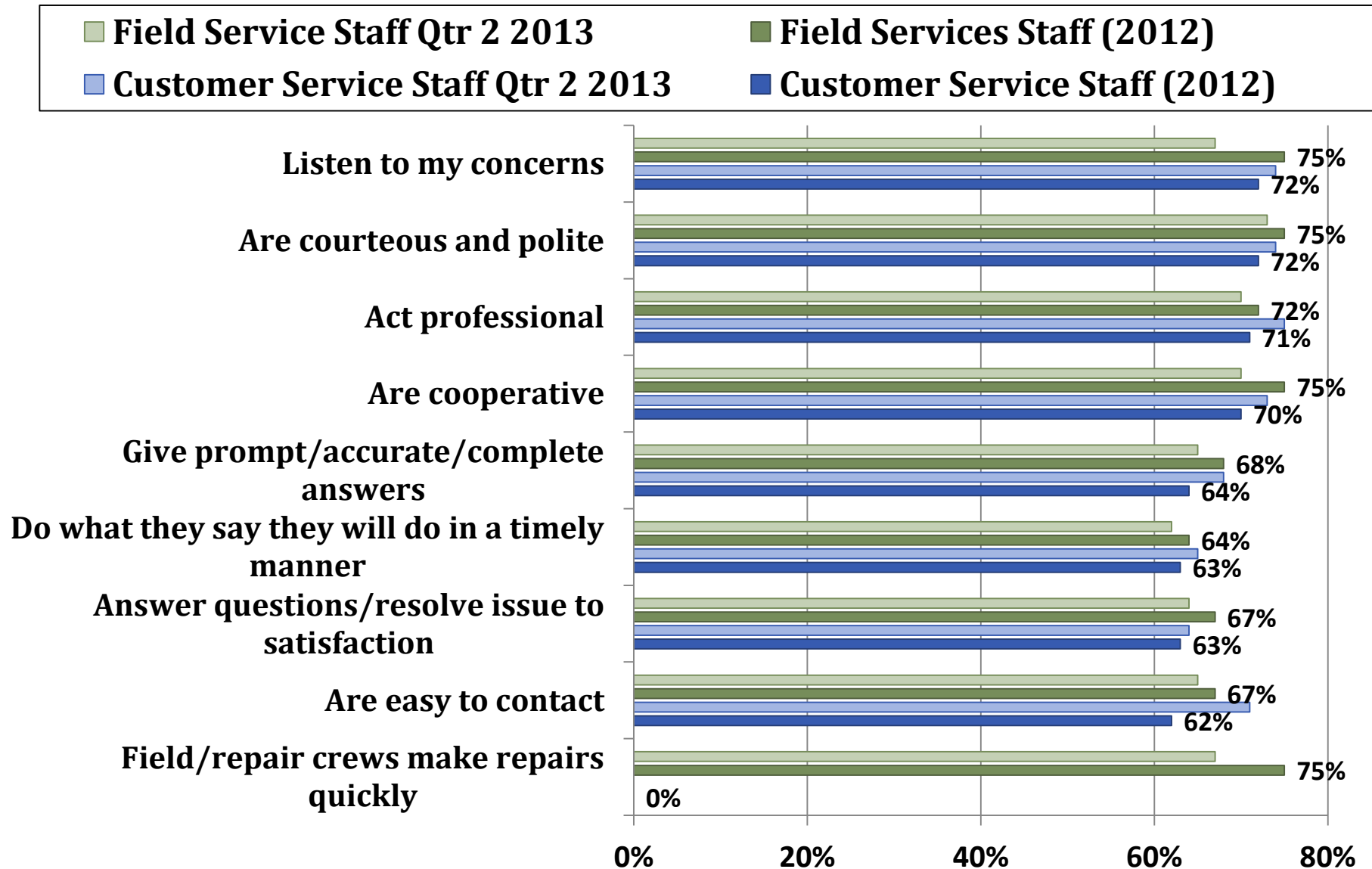


*Source: 2005 - FY2013 Citizen Surveys*

# GEOGRAPHY OF CITIZEN SATISFACTION WITH OVERALL QUALITY OF WATER UTILITY

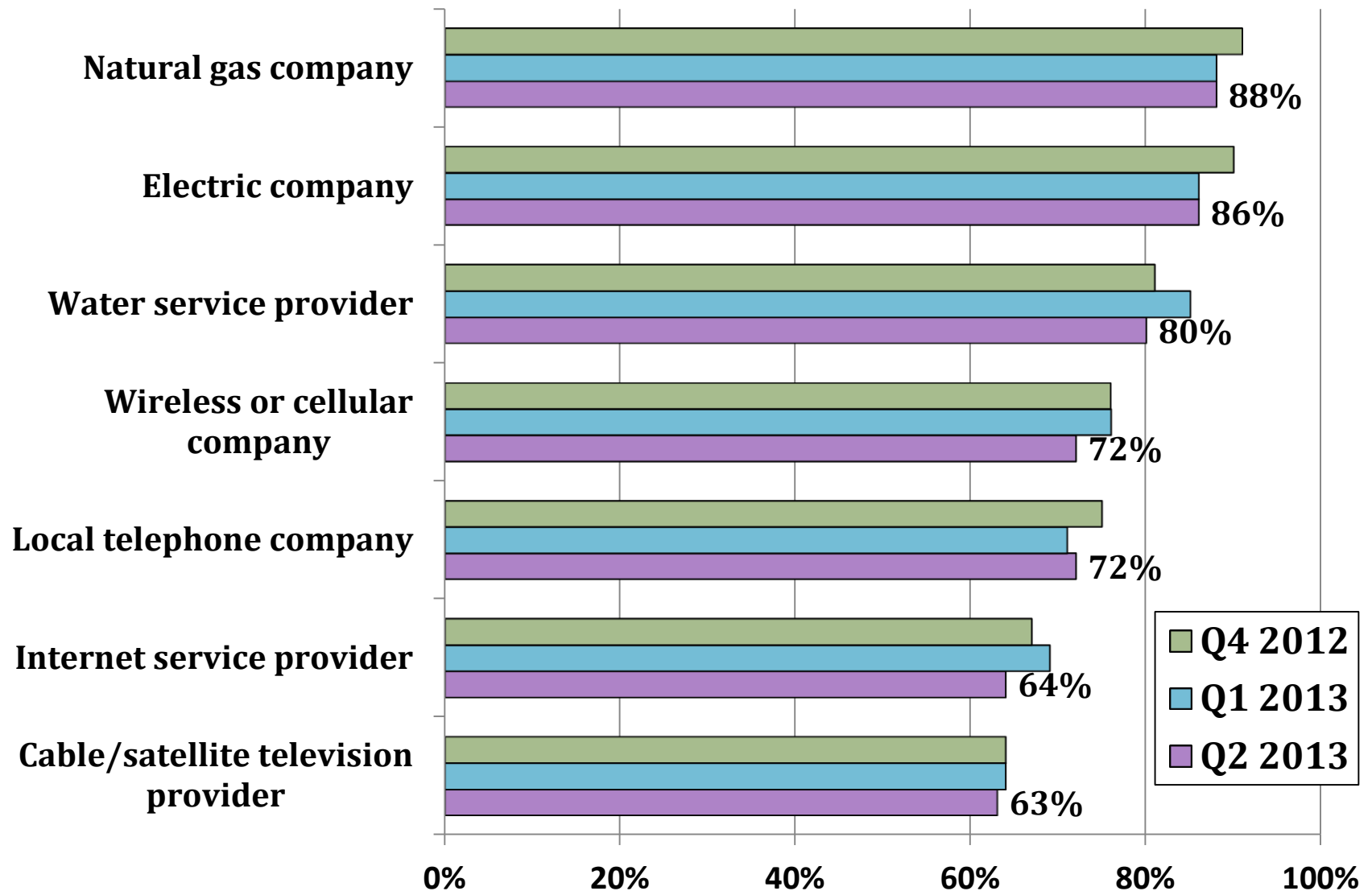


# CUSTOMER FEEDBACK - HOW OFTEN WSD STAFF:



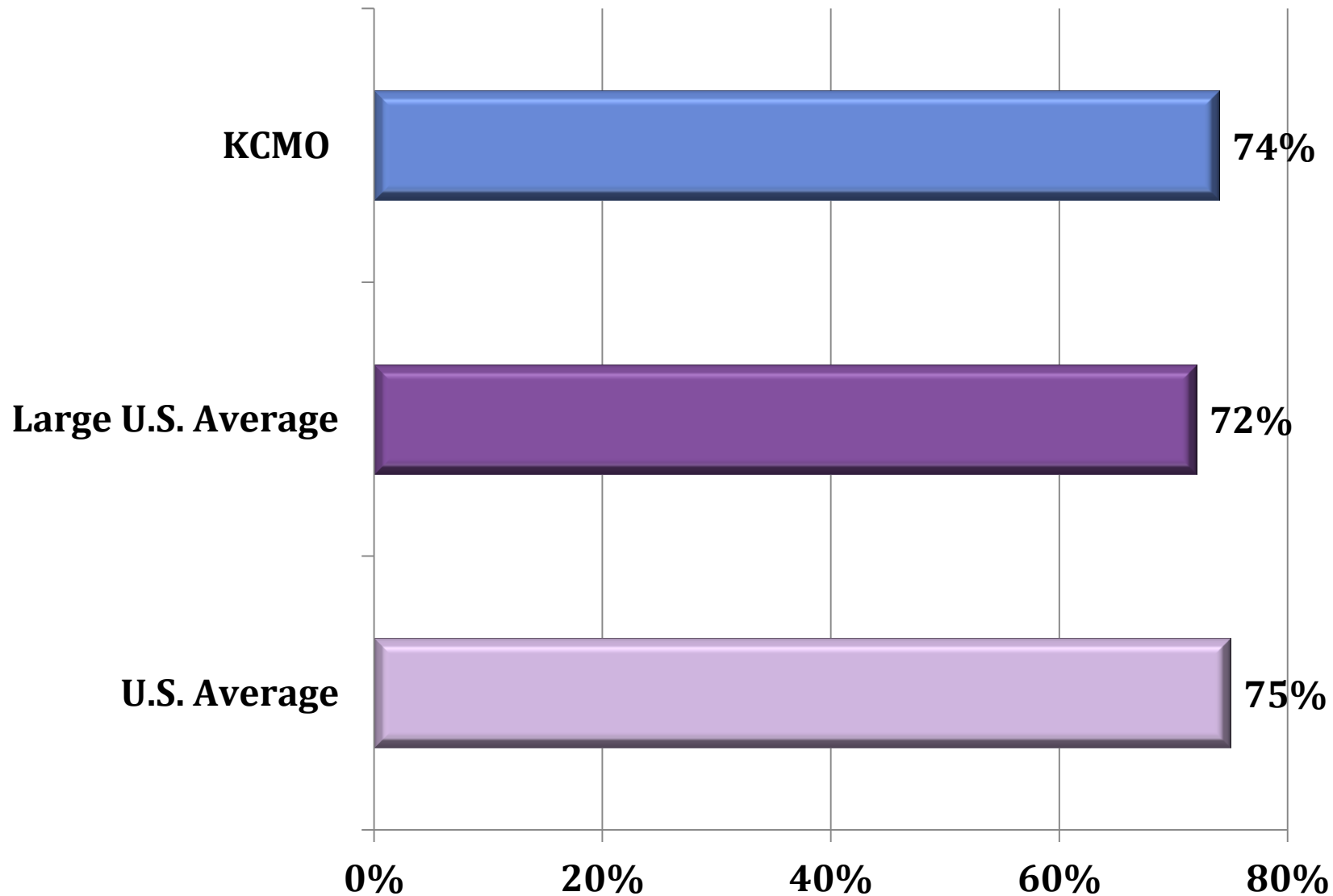
Source: WSD Customer Survey, 2012 and 2013

# UTILITY REPUTATION FOR RELIABILITY

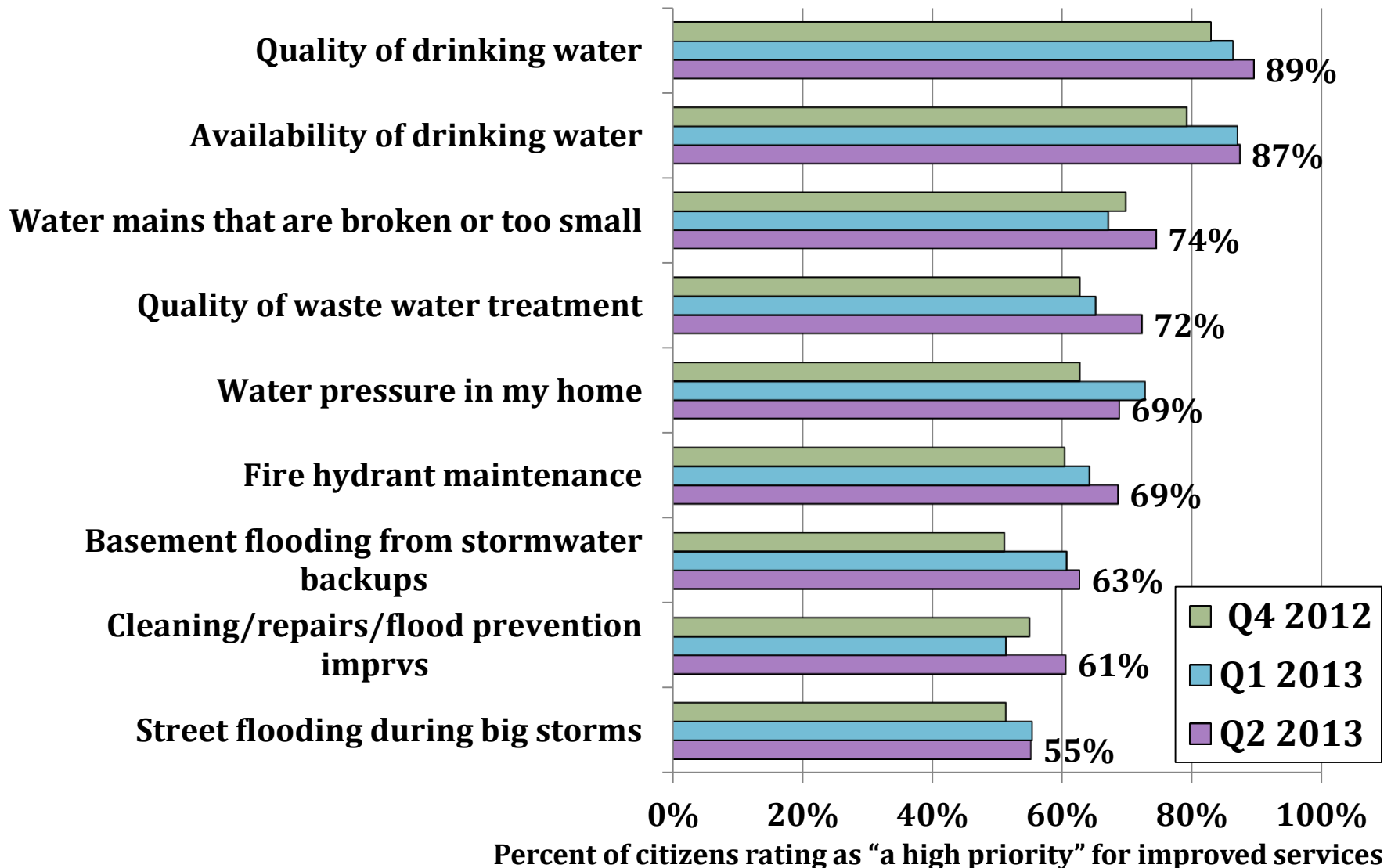


Source: WSD Customer Survey, 2012 and 2013

# BENCHMARKING THE OVERALL QUALITY OF WATER SERVICES

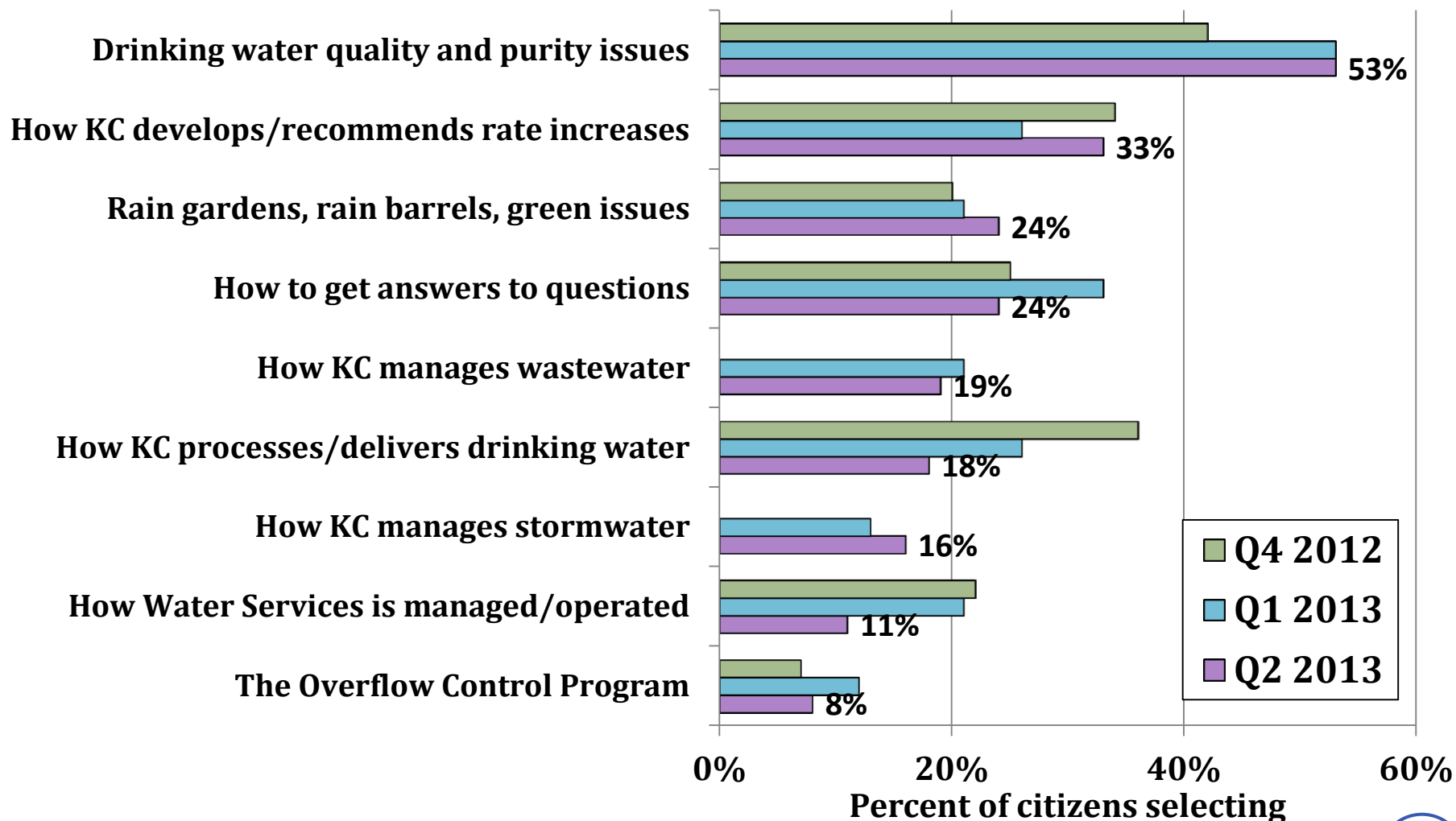


# HIGHEST CUSTOMER PRIORITIES FOR IMPROVED SERVICES



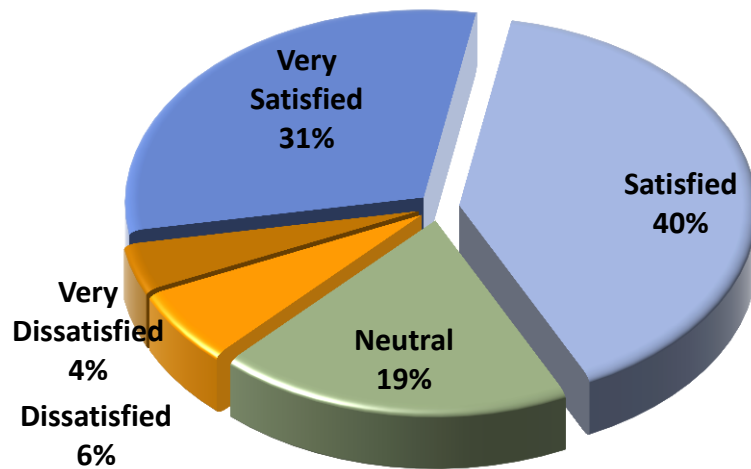
# WHAT DO CONSUMERS WANT TO LEARN MORE ABOUT?

Which of the following topics should Kansas City Water Services focus its efforts to educate and inform its customers? (select up to 3)

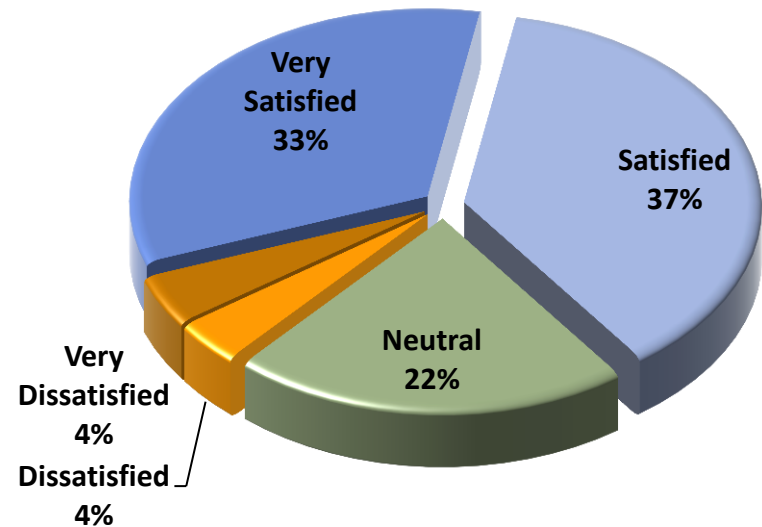


# OVERALL SATISFACTION WITH CUSTOMER SERVICE

**1<sup>st</sup> Quarter 2013**

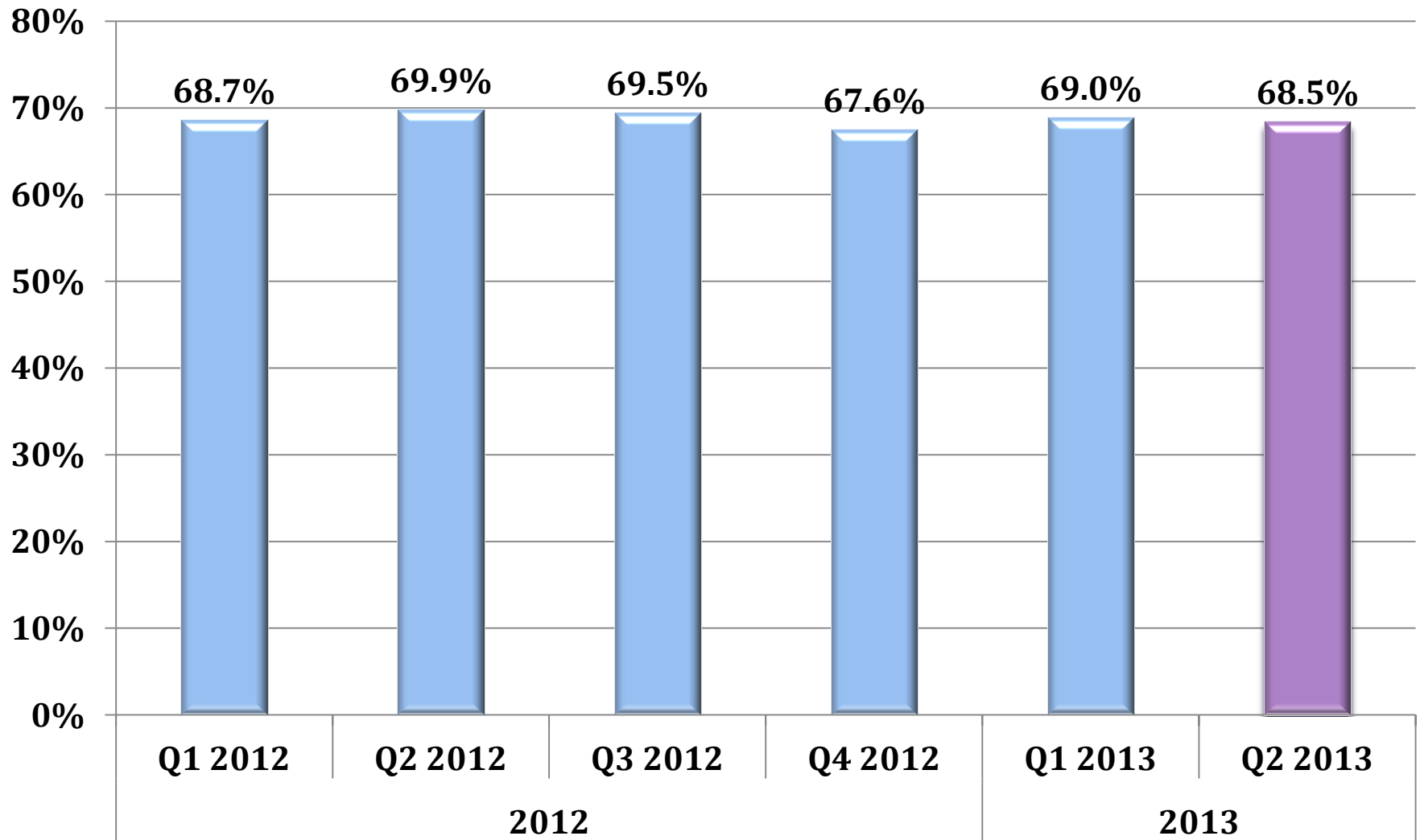


**2nd Quarter 2013**



**Don't Know has been excluded**

# COMPOSITE CUSTOMER SATISFACTION PERFORMANCE INDEX FOR ALL THREE UTILITIES



*Source: WSD Customer Survey, 2012 and 2013*

# Final Thoughts or Questions?

